



Civil Aviation Economic Directive – 902

# Directive Relating to The Implementation of The Quality of Service Framework at Designated Airports under Malaysia Airports Sdn. Bhd.

**QoS (MASB)**

Civil Aviation Authority of Malaysia

**Issue 01**

Revision 00 – 4<sup>th</sup> March 2026

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## Introduction

In exercise of the powers conferred by Section 43B of the Civil Aviation Authority of Malaysia Act 2017 [Act 788], the Authority issues this Civil Aviation Economic Directive (CAED) 902 – Directive Relating to The Implementation of The Quality of Service Framework at Designated Airports under Malaysia Airports Sdn. Bhd. (QoS MASB).

This CAED contains the standards, requirements and procedures pertaining to the Airports Quality of Service (“QoS”) Framework issued by the Authority to improve passenger comfort at airports, ensure the aerodrome operators give priority to consumer service levels, and facilitate better airport user experience for airlines, ground handling operators and other users of airports in Malaysia.

This Civil Aviation Economic Directive 902 – Quality of Service MASB (“CAED 902 – QoS MASB”) is published by the Authority under Section 43B of Civil Aviation Authority of Malaysia Act 2017 [Act 788] and comes into operation on 4 March 2026.

### Non-compliance with this CAED

Any person who contravenes any provision in this CAED shall be imposed a financial penalty under Subsection 43B (3) of the Civil Aviation Authority of Malaysia Act 2017 [Act 788].



**(Dato’ Captain Norazman bin Mahmud)**  
Chief Executive Officer  
Civil Aviation Authority of Malaysia



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## 1 General

### 1.1 Citation

1.1.1 This Directive is the Civil Aviation Economic Directive 902 – Directive Relating to The Implementation of The Quality of Service Framework at Designated Airports under Malaysia Airports Sdn. Bhd. (“QoS MASB”), Issue 01/Revision 00, and comes into operation on 4<sup>th</sup> March 2026.

1.1.2 This CAED 902 – QoS MASB, Issue 01/Revision 00 will remain current until withdrawn or superseded.

### 1.2 Applicability

1.2.1 With effect from 4<sup>th</sup> March 2026, the Quality of Service Directive set out in this CAED 902 shall apply to the person who is authorised under the Act to operate:

- a) Kota Kinabalu International Airport (“BKI”);
- b) Langkawi International Airport (“LGK”);
- c) Kuching International Airport (“KCH”);
- d) Miri Airport (“MYY”);
- e) Sultan Abdul Aziz Shah Airport (“SZB”);
- f) Penang International Airport (“PEN”); and
- g) Any other airport(s) as may be specified by the Authority from time to time.

1.2.2 Hereinafter, any person authorised under the Act to operate the airports listed above shall be referred to as the “Aerodrome Operator”; noting that at present, this role is held by Malaysia Airports Sdn. Bhd. (“MASB”).

### 1.3 Revocation

1.3.1 This CAED 902 revokes the directives issued pursuant to the Malaysian Aviation Commission Act 2015 [Act 771]:

- a) Directive Relating to the Implementation of the Quality of Service Framework at Kota Kinabalu International Airport No. 1 of 2023;
- b) Directive Relating to the Implementation of the Quality of Service Framework at Kota Kinabalu International Airport No. 2 of 2023;
- c) Amendment to Directive Relating to the Implementation of Quality of Service Framework at Kota Kinabalu International Airport No. 2 of 2023 (2024);

- d) Directive Relating to the Implementation of the Quality of Service Framework at Langkawi International Airport;
- e) Directive Relating to the Implementation of the Quality of Service Framework at Kuching International Airport No. 1 of 2024; and
- f) Directive Relating to the Implementation of the Quality of Service Framework at Miri Airport No. 1 of 2024.

## **2 Airport Quality of Service Framework**

2.1 The QoS Framework comprises of five components:

- a) services quality category;
- b) service quality element;
- c) measurement mechanism;
- d) target; and
- e) revenue at risk.

2.2 The service quality category comprises of the passenger comfort and facilities, the operator and staff facilities, queuing times, and the passenger and baggage flow. Each of this service quality category is divided into the following specific service quality element, where applicable:

- a) Passenger comfort and facilities
  - 1) Overall satisfaction with the airport
  - 2) Cleanliness of the terminal
  - 3) Ambience of the terminal
  - 4) Overall satisfaction with passenger washrooms
  - 5) Flight information display system
  - 6) Wayfinding
  - 7) Availability of Wi-Fi
  - 8) Kerbside congestion
  - 9) Availability of passenger washrooms
  - 10) Cleanliness of passenger washrooms
- b) Operator and staff facilities
  - 1) Availability of aerobridge

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- 2) Availability of aerobridge operator
  - 3) Availability of visual docking guidance system
  - 4) Cleanliness of staff washrooms
  - c) Queuing times
    - 1) Passenger security search - Centralised
    - 2) Check-in
    - 3) Immigration (Manned counter) – Arrival
    - 4) Immigration (Manned counter) – Departure
    - 5) Customs – Arrival
  - d) Passenger and baggage flow
    - 1) Availability of lifts, escalators, and walkalators
    - 2) Availability of Baggage Handling System (“BHS”) equipment
- 2.3 Each service quality element is measured with specific measurement mechanism to ensure that these services quality elements are measured in a clear and precise manner.
- 2.4 The Aerodrome Operator shall achieve the target allocated to each service quality element. Failure to achieve any of the targets as specified in column (5) of Schedule 3, Schedule 4, Schedule 5, Schedule 6, Schedule 7 and Schedule 8 of this Directive is a non-compliance and the Authority may impose a financial penalty on the Aerodrome Operator based on the percentage of the revenue at risk assigned to each service quality element.
- 2.5 The details of the QoS Framework for BKI, LGK, KCH, MYY, SZB, and PEN are as specified in Schedule 3, Schedule 4, Schedule 5, Schedule 6, Schedule 7 and Schedule 8, respectively.
- ### 3 Computation of Financial Penalty for Non-Compliance with The QoS Framework
- 3.1 In the event of any non-compliance of the QoS Framework, the computation of financial penalty shall be based on the revenue at risk as per column (6) of Schedule 3, Schedule 4, Schedule 5, Schedule 6, Schedule 7 and Schedule 8.
- 3.2 The financial penalty shall be computed respectively for BKI, LGK, KCH, MYY, SZB, and PEN on a quarterly basis.

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- 3.3 The amount of financial penalty for each non-compliance is calculated from the quarterly accrued regulated aeronautical revenue of the Aerodrome Operator based on the percentage of the revenue at risk.
- 3.4 The financial penalty to be imposed pursuant to paragraph 3.3 shall not exceed five per cent of the annual turnover of the Aerodrome Operator from the preceding financial year.
- 3.5 The accrued regulated aeronautical revenue shall not include the User Fee paid by the Aerodrome Operator to the Government.
- 3.6 For the purposes of this paragraph –
- “accrued regulated aeronautical revenue” means –
- a) Passenger Service Charges and Security Charges;
  - b) Landing Charges; and
  - c) Parking Charges.
- 3.7 “User Fee” has the meaning assigned to it in the Operating Agreement for Designated Airports dated 18 March 2024 between the Government of Malaysia, Malaysia Airports Holdings Berhad and Malaysia Airports Sdn. Bhd.

## **4 Payment of Financial Penalty for Non-Compliance of QoS Framework**

- 4.1 In the event the Aerodrome Operator fails to comply with the QoS Framework, the Authority shall issue the notice of financial penalty on a quarterly basis for each calendar year.
- 4.2 The Aerodrome Operator shall pay the financial penalty to the Authority within thirty days from the date the Authority issues the notice of financial penalty pursuant to paragraph 4.1.

## **5 Authority to Require Information or Document**

- 5.1 The Authority may, for the purposes of implementing this Directive, require the Aerodrome Operator to provide any information or document and the Aerodrome Operator shall provide such information or document to the Authority in accordance with any timeline as specified by the Authority.
- 5.2 The Aerodrome Operator shall disclose relevant information or document to the Authority and shall ensure that such information or document are not false or misleading in nature.



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## **6 Compliance of the Directive by Aerodrome Operator**

- 6.1 The Aerodrome Operator shall comply with this Directive.
- 6.2 Subsection 43B (3) of the Act shall apply in the event the Aerodrome Operator fails to comply with this Directive.



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## 7 Appendices

### 7.1 Appendix 1 – Schedule 1: Inspection Checklist for Passenger Washrooms

Washroom Overall	
1	There is a working ventilation system
2	The toilet is free from unpleasant smells
3	There is sufficient lighting
4	Floors are dry and free from slipping hazards
5	Floors are free from cracks, damage, rubbish, or excess dirt or staining
6	Walls are free from cracks, damage, or excess dirt or staining
7	Waste and sanitary bins have spare capacity
Cubicles and Urinals	
8	All inspected cubicles and urinals have a working flush system
9	All inspected toilet bowls are free from cracks, or damage, or excessive dirt or staining
10	All inspected cubicles have toilet tissue available
11	All inspected cubicles have a working door with a latch or lock, and free from excess dirt
12	All inspected cubicles have a coat hook
13	All inspected bidets are fully functional
Hand Washing Area	
14	Clean water is available
15	Washing basins are free from cracks or damage, watermarks or excessive dirt
16	Taps are in working order
17	Soap is available
18	One or more hand dryers are available and in working order
19	Mirrors are free from excess dirt or fingerprints
20	Mirrors are free from cracks or damage



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**7.2 Appendix 2 – Schedule 2: Inspection Checklist for Staff Washrooms**

Washroom Overall	
1	There is a working ventilation system
2	The toilet is free from unpleasant smells
3	There is sufficient lighting
4	Floors are dry and free from slipping hazards
5	Floors are free from cracks, damage, rubbish, or excess dirt or staining
6	Walls are free from cracks, damage, or excess dirt or staining
7	Waste and sanitary bins have spare capacity
Cubicles and Urinals	
8	All inspected cubicles and urinals have a working flush system
9	All inspected toilet bowls are free from cracks, or damage, or excessive dirt or staining
10	All inspected cubicles have toilet tissue available
11	All inspected cubicles have a working door with a latch or lock, and free from excess dirt
12	All inspected cubicles have a coat hook
13	All inspected bidets are fully functional
Hand Washing Area	
14	Clean water is available
15	Washing basins are free from cracks or damage, watermarks or excessive dirt
16	Taps are in working order
17	Soap is available
18	Mirrors are free from excess dirt or fingerprints
19	Mirrors are free from cracks or damage



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**7.3 Appendix 3 – Schedule 3: Quality of Service Framework for BKI**

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1	Passenger comfort and facilities	Overall satisfaction with the airport	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of the terminal		Compliance of at least 98% of the size of the survey	0.30
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.35
		Overall satisfaction with passenger washrooms		Compliance of at least 95% of the size of the survey	0.14
		Availability of passenger washrooms		Compliance of at least 98% of the size of the survey	0.35
		Flight information display system		Compliance of at least 98% of the size of the survey	0.15
		Wayfinding		Compliance of at least 98% of the size of the survey	0.14
		Availability of Wi-Fi		Compliance of at least 91% of the size of the survey	0.13

		Kerbside congestion		Compliance of at least 96% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 1	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the total washrooms inspected	0.30
		<b>Total</b>			<b>1.86</b>
2	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.50
		Availability of aerobridge operator	The percentage of arrival flights where the aerobridge operator was available 10 minutes before on-chock time based on the reports submitted by the Aerodrome Operator	95% of arrivals	0.25
			The percentage of arrival flights where the aerobridge operator was available 5 minutes before on-chock time based on the reports submitted	99% of arrivals	0.25

			by the Aerodrome Operator		
		Availability of visual docking guidance system	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.33
		Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 2	(i) Compliance of at least 80% of the 19 items per washroom; and (ii) Compliance of at least 80% of the total washrooms inspected	0.15
		<b>Total</b>			<b>1.48</b>
3	Queueing times	Passenger security search - Centralised	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.42
		Check-in		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Immigration (Manned counter) – Departure		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		<b>Total</b>			<b>0.42</b>
4	Passenger and baggage flow	Availability of lifts, escalators,	The Equipment Service Availability based on reports submitted by the	Availability of lifts, escalators, and walkalators for at least 99.5% of the	0.74



		and walkalators	Aerodrome Operator	duration of time the lifts, escalators, and walkalators are in service	
		Availability of baggage handling system equipment		Availability of BHS equipment for at least 99.5% of the duration of time the BHS equipment is in service	0.50
		<b>Total</b>			<b>1.24</b>
<b>Grand Total</b>					<b>5.00</b>

**7.4 Appendix 4 – Schedule 4: Quality of Service Framework for LGK**

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1	Passenger comfort and facilities	Overall satisfaction with the airport	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of the terminal		Compliance of at least 98% of the size of the survey	0.78
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.78
		Overall satisfaction with passenger washrooms		Compliance of at least 98% of the size of the survey	0.36
		Flight information display system		Compliance of at least 98% of the size of the survey	0.30
		Availability of Wi-Fi		Compliance of at least 95% of the size of the survey	0.39
		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 1	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the total washrooms inspected	0.73

		<b>Total</b>			<b>3.34</b>
2	Operator and staff facilities	Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 2	(i) Compliance of at least 80% of the 19 items per washroom; and  (ii) Compliance of at least 80% of the total washrooms inspected	0.37
		<b>Total</b>			<b>0.37</b>
3	Queueing times	Passenger security search - Centralised	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	1.29
		Check-in		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Immigration (Manned counter) – Departure		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		<b>Total</b>			<b>1.29</b>
<b>Grand Total</b>					<b>5.00</b>

**7.5 Appendix 5 – Schedule 5: Quality of Service Framework for KCH**

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1	Passenger comfort and facilities	Overall satisfaction with the airport	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of the terminal		Compliance of at least 98% of the size of the survey	0.51
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.53
		Flight information display system		Compliance of at least 98% of the size of the survey	0.38
		Wayfinding		Compliance of at least 98% of the size of the survey	0.38
		Kerbside congestion		Compliance of at least 96% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 1	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the	0.50

				total washrooms inspected	
		<b>Total</b>			<b>2.30</b>
2	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.36
		Availability of aerobridge operator	The percentage of arrival flights where the aerobridge operator was available 10 minutes before on-chock time based on the reports submitted by the Aerodrome Operator	95% of arrivals	0.36
		Availability of visual docking guidance system	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.33
		Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 2	(i) Compliance of at least 80% of the 19 items per washroom; and (ii) Compliance of at least 80% of the total washrooms inspected	0.41
		<b>Total</b>			<b>1.46</b>
3	Queueing times	Passenger security search - Centralised	Survey response from a representative	Compliance of at least 98% of the size of the survey	0.38

		Check-in	sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Immigration (Manned counter) – Departure		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		<b>Total</b>			<b>0.38</b>
4	Passenger and baggage flow	Availability of lifts, escalators, and walkalators	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of lifts, escalators, and walkalators for at least 99.5% of the duration of time the lifts, escalators, and walkalators are in service	0.43
		Availability of baggage handling system equipment		Availability of BHS equipment for at least 99.5% of the duration of time the BHS equipment is in service	0.43
		<b>Total</b>			<b>0.86</b>
<b>Grand Total</b>					<b>5.00</b>

**7.6 Appendix 6 – Schedule 6: Quality of Service Framework for MYY**

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1	Passenger comfort and facilities	Overall satisfaction with the airport	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of the terminal		Compliance of at least 98% of the size of the survey	0.54
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.54
		Availability of passenger washrooms		Compliance of at least 98% of the size of the survey	0.39
		Kerbside congestion		Compliance of at least 96% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 1	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the total washrooms inspected	0.64
		<b>Total</b>			<b>2.11</b>

2	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.44
		Availability of aerobridge operator	The percentage of arrival flights where the aerobridge operator was available 10 minutes before on-chock time based on the reports submitted by the Aerodrome Operator	95% of arrivals	0.44
		Availability of visual docking guidance system	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.59
		Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 2	(i) Compliance of at least 80% of the 19 items per washroom; and (ii) Compliance of at least 80% of the total washrooms inspected	0.39
		<b>Total</b>			<b>1.86</b>
3	Queueing times	Passenger security search - Centralised	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.59
		Check-in		Compliance of at least 98% of the size of the survey	Results are for notification and publication



					purposes only
		<b>Total</b>			<b>0.59</b>
4	Passenger and baggage flow	Availability of lifts, escalators, and walkalators	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of lifts, escalators, and walkalators for at least 99.5% of the duration of time the lifts, escalators, and walkalators are in service	0.44
		<b>Total</b>			<b>0.44</b>
<b>Grand Total</b>					<b>5.00</b>

**7.7 Appendix 7 – Schedule 7: Quality of Service Framework for SZB**

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1	Passenger comfort and facilities	Overall satisfaction with the airport	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of the terminal		Compliance of at least 98% of the size of the survey	0.52
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.63
		Wayfinding		Compliance of at least 98% of the size of the survey	0.83
		Kerbside congestion		Compliance of at least 96% of the size of the survey	Results are for notification and publication purposes only
		Availability of Wi-Fi		Compliance of at least 91% of the size of the survey	0.42

		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 1	(i) Compliance of at least 90% of the 20 items per washroom; and  (ii) Compliance of at least 90% of the total washrooms inspected	0.52
		<b>Total</b>			<b>2.92</b>
2	Operator and staff facilities	Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 2	(i) Compliance of at least 80% of the 19 items per washroom; and  (ii) Compliance of at least 80% of the total washrooms inspected	0.42
		<b>Total</b>			<b>0.42</b>
3	Queueing times	Passenger security search - Centralised	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.83
		Check-in		Compliance of at least 98% of the size of the survey	Results are for notification and publication



					purposes only
		<b>Total</b>			<b>0.83</b>
4	Passenger and baggage flow	Availability of lifts, escalators, and walkalators	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of lifts, escalators, and walkalators for at least 99.5% of the duration of time the lifts, escalators, and walkalators are in service	0.83
		<b>Total</b>			<b>0.83</b>
<b>Grand Total</b>					<b>5.00</b>

**7.8 Appendix 8 – Schedule 8: Quality of Service Framework for PEN**

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1	Passenger comfort and facilities	Overall satisfaction with the airport	Survey response from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of the terminal		Compliance of at least 98% of the size of the survey	0.34
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.41
		Availability of Wi-Fi		Compliance of at least 91% of the size of the survey	0.27
		Wayfinding		Compliance of at least 98% of the size of the survey	0.54
		Kerbside congestion		Compliance of at least 96% of the size of the survey	Results are for notification and publication purposes only
		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 1	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the	0.34

				total washrooms inspected	
		<b>Total</b>			<b>1.90</b>
2	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.54
		Availability of aerobridge operator	The percentage of arrival flights where the aerobridge operator was available 10 minutes before on-chock time based on the reports submitted by the Aerodrome Operator	95% of arrivals	0.26
		Availability of visual docking guidance system	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.54
		Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 2	(i) Compliance of at least 80% of the 19 items per washroom; and (ii) Compliance of at least 80% of the total washrooms inspected	0.27
		<b>Total</b>			<b>1.61</b>
3	Queueing times	Passenger security search - Centralised	Survey response from a representative	Compliance of at least 98% of the size of the survey	0.41

		Check-in	sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Immigration (Manned counter) – Arrival		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		Customs (Manned counter) – Arrival		Compliance of at least 98% of the size of the survey	Results are for notification and publication purposes only
		<b>Total</b>			<b>0.41</b>
4	Passenger and baggage flow	Availability of lifts, escalators, and walkalators	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of lifts, escalators, and walkalators for at least 99.5% of the duration of time the lifts, escalators, and walkalators are in service	0.54
		Availability of baggage handling system equipment		Availability of BHS equipment for at least 99.5% of the duration of time the BHS equipment is in service	0.54
		<b>Total</b>			<b>1.08</b>
<b>Grand Total</b>					<b>5.00</b>



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