



Civil Aviation Economic Directive – 903

Directive Relating to The Implementation of The Quality of Service Framework at Senai International Airport

QoS (SATSSB)
Civil Aviation Authority of Malaysia

Issue 01
Revision 00 – 4th 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) 903 – Directive Relating to The Implementation of The Quality of Service Framework at Senai International Airport (QoS SATSSB).

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 903 – Quality of Service SATSSB (“CAED 903 – QoS SATSSB”) 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 903 – Directive Relating to The Implementation of The Quality of Service Framework at Senai International Airport (“QoS SATSSB”), Issue 01/Revision 00, and comes into operation on 4th March 2026.

1.1.2 This CAED 903 – QoS SATSSB, Issue 01/Revision 00 will remain current until withdrawn or superseded.

1.2 Applicability

1.2.1 The Quality of Service Directive set out in this CAED 903 shall apply to the person who is authorised under the Act to operate Senai International Airport (“JHB”); noting that at present, this role is held by Senai Airport Terminal Services Sdn. Bhd. (“SATSSB”) (hereinafter referred to as the “Aerodrome Operator”).

1.3 Revocation

1.3.1 This CAED 903 revokes the directive issued pursuant to the Malaysian Aviation Commission Act 2015 [Act 771]:

- a) Directive Relating to the Implementation of the Quality of Service Framework at Senai International 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:

- a) Passenger comfort and facilities
 - 1) Overall satisfaction with the airport

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- 2) Cleanliness of the terminal
 - 3) Ambience of the terminal
 - 4) Departure lounge comfort
 - 5) Kerbside congestion
 - 6) Cleanliness of passenger washrooms
- b) Operator and staff facilities
 - 1) Availability of aerobridge
 - 2) Availability of aerobridge operator
 - 3) Cleanliness of staff washrooms
 - c) Queuing times
 - 1) Passenger security search – Centralised
 - 2) Check-in
 - 3) Immigration (Manned counter) – Departure
 - d) Passenger and baggage flow
 - 1) Availability of lifts, escalators, and walkalators
- 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 1 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 JHB are as specified in Schedule 1.
- ### **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 1.
- 3.2 The financial penalty shall be computed 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 Concession 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.

“Concession Fee” has the meaning assigned to it in the Concession Agreement dated 11 January 2006 between the Government of Malaysia and Senai Airport Terminal Services 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.



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.

7 Appendices

7.1 Appendix 1 – Schedule 1: Quality of Service Framework for JHB

(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	0.47
		Ambience of the terminal		Compliance of at least 98% of the size of the survey	0.71
		Departure lounge comfort		Compliance of at least 97% of the size of the survey	0.71
		Kerbside congestion		Compliance of at least 96% of the size of the survey	0.30
		Cleanliness of passenger washrooms	Independent inspection based on the 20 items as specified in Schedule 2	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the total washrooms inspected	0.51
		Total			2.70
2	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports	99.5%	0.71

			submitted by the Aerodrome Operator			
		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	0.31	
		Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 3	(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	
		Total			1.43	
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	0.31	
		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		
		Total			0.31	
4	Passenger and baggage flow	Availability of lifts, escalators, and walkalators	The Equipment Service Availability based on reports submitted by the	Availability of lifts, escalators, and walkalators for at least 99.5% of the duration of time the	0.56	



			Aerodrome Operator	lifts, escalators, and walkalators are in service	
				Total	0.56
				Grand Total	5.00



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7.2 Appendix 2 – Schedule 2: 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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7.3 Appendix 3 – Schedule 3: 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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