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For immediate release

CAAM IMPOSES PENALTIES ON MALAYSIA AIRPORTS (SEPANG) SDN BHD FOR NON-COMPLIANCE UNDER AIRPORTS QUALITY OF SERVICE FRAMEWORK FOR 2025

PUTRAJAYA – The Civil Aviation Authority of Malaysia (CAAM) has imposed a financial penalty on Malaysia Airports (Sepang) Sdn. Bhd. (MA Sepang) following an assessment of airport performance under the Airports Quality of Service (QoS) Framework for 2025.

MA Sepang, a wholly-owned subsidiary of Malaysia Airports Holdings Berhad (MAHB), is responsible for the operation and management of Kuala Lumpur International Airport (KLIA).

The CAAM Airports QoS Framework establishes service standards and Key Performance Indicators (KPIs) aimed at ensuring the delivery of quality airport services, enhancing passenger comfort, and improving the overall airport experience. Under the framework, airport operators are required to achieve prescribed service level targets across various operational and passenger-focused service elements.

For the 2025 assessment period, CAAM identified instances of non-compliance involving the Outbound Baggage (Short-shipped) service element at KLIA Terminal 1. This indicator measures the effectiveness and reliability of baggage handling processes for departing passengers and is intended to ensure checked baggage is loaded and transported as planned.

CAAM had continuously engaged closely with MA Sepang by sharing its findings and facilitating the development of targeted improvement measures. MA Sepang committed to implementing corrective action plans to address the identified gaps. Notwithstanding the foregoing, repeated instances where the prescribed performance targets under this service element were still not satisfactorily achieved. This non-compliance has now resulted in a financial penalty of RM1.26 million.

CAAM remains committed to ensuring airport operators maintain the service standards expected by passengers and airport users and through the Airports QoS Framework, CAAM will continue to monitor performance and work closely with industry stakeholders to drive continuous improvements in airport operations, service quality, and the overall passenger experience.



About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator, entrusted with ensuring the safety, security, and efficiency of Malaysia's civil aviation sector. CAAM provides comprehensive safety and security oversight of flight operations, aviation personnel licensing, and is responsible for the provision of air navigation services and air traffic management across Malaysian airspace. Operating in accordance with international standards set by the International Civil Aviation Organization (ICAO), CAAM is committed to fostering a safe, sustainable, and forward-looking aviation ecosystem through regulatory excellence, innovation, and strategic collaboration.

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