Quality Standards Performance 2019

AREA	QUALITY STANDARD MEASURE	Monthly Performance Achieved											
		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Departures Performance	Departing pre-booked PRM passengers, once they have made themselves known:- - 95% should wait no longer than 5 minutes	99.77%	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	99.70%	100.00%			
	Departing pre-booked PRM passengers, once they have made themselves known:- - 100% should wait no longer than 10 minutes	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	Departing non pre-booked PRM passengers, once they have made themselves known:- - 95% should wait no longer than 10 minutes	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	Departing non pre-booked PRM passengers, once they have made themselves known:- - 100% should wait no longer than 15 minutes	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	No PRM passenger will be left unattended for more than 30 minutes, unless otherwise agreed with that passenger	0	0	0	0	0	0	0	0	0			
	Zero late or missed flights (with exception of non pre-booked PRM passengers who arrive for check-in <30 minutes before scheduled time of departure where best endeavours will be made).	0	0	0	0	0	0	0	0	0			
Arrivals Performance	Arriving pre-booked PRM passengers, assistance should be available at the aircraft side:- -100% within 5 minutes of "on-chocks"	100.00%	99.25%	99.11%	98.48%	96.94%	95.79%	97.77%	99.04%	94.86%			
	Arriving non pre-booked PRM passengers, assistance should be available at the aircraft side - 95% within 5 minutes of "on-chocks"	100.00%	94.81%	93.29%	98.42%	95.45%	94.95%	96.61%	96.86%	88.03%			
	Arriving non pre-booked PRM passengers, assistance should be available at the aircraft side - 100% within 10 minutes of "on-chocks"	100.00%	99.35%	100.00%	99.47%	99.59%	98.62%	98.73%	99.48%	100.00%			
Customer Satisfaction	Number of complaints received in month	1	0	0	0	0	3	1	0	1			
	Number of compliments received in month	0	1	0	0	3	0	2	3	2			