Quality Standards Performance 2018

SOU Southampton Airport

AREA	QUALITY STANDARD MEASURE	Monthly Performance Achieved											
		Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Departures Performance	Departing pre-booked PRM passengers, once they have made themselves known:- - 95% should wait no longer than 5 minutes	100.00%	99.61%	100.00%	100.00%	100.00%	100.00%	100.00%	99.77%	100.00%	100.00%	100.00%	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%	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%	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%	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	2	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	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"	99.10%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.46%	100.00%	100.00%	99.59%
	Arriving non pre-booked PRM passengers, assistance should be available at the aircraft side - 95% within 5 minutes of "on-chocks"	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	Arriving non pre-booked PRM passengers, assistance should be available at the aircraft side - 100% within 10 minutes of "on-chocks"	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Customer Satisfaction	Number of complaints received in month	1	0	1	1	1	0	0	0	0	2	0	1
	Number of compliments received in month	3	1	2	2	1	3	3	1	3	4	2	0