

Quality Standards Performance 2019



		Monthly Performance Achieved											
AREA	QUALITY STANDARD MEASURE	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%									
	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%									
	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%									
	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%									
	No PRM passenger will be left unattended for more than 30 minutes, unless otherwise agreed with that passenger	0	0	0									
	Zero late or missed flights (<i>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</i>)	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%									
	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%									
	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%									
Customer Satisfaction	Number of complaints received in month	1	0	0									
	Number of compliments received in month	0	1	0									

