

Quality Standards Performance 2017



		Monthly Performance Achieved											
AREA	QUALITY STANDARD MEASURE	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Departures Performance	Departing pre-booked PRM passengers, once they have made themselves known:- - 100% should wait no longer than 10 minutes	99.78%	99.59%	98.94%	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%	98.97%	99.09%	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	1	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	1	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%	99.13%	100.00%	75.35%	83.05%	97.50%	97.92%	99.65%	99.48%	99.80%	99.37%	99.21%
	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%	95.35%	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	0	0	0	2	0	0	5	3	2	1	0	1
	Number of compliments received in month	5	0	0	1	0	3	1	2	2	1	1	1

