

Quality Standards Performance 2016



		Monthly Performance Achieved											
AREA	QUALITY STANDARD MEASURE	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Departures Performance	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%	99.87%
	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	0	0	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	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%	100.00%	99.82%	99.41%	99.24%	99.24%	99.33%	99.71%	99.11%	99.77%	99.81%	99.59%
	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%	100%	100%	100%	97.67%	100%	100.00%	100.00%	88.89%
Customer Satisfaction	Number of complaints received in month	0	0	0	0	0	2	1	1	0	1	0	0
	Number of compliments received in month	1	0	2	0	1	3	3	1	2	0	1	2

