



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 2 OF 2018

DIRECTIVE RELATING TO THE IMPLEMENTATION OF THE SECOND PHASE OF THE QUALITY OF SERVICE FRAMEWORK AT KL INTERNATIONAL AIRPORT AND KL INTERNATIONAL AIRPORT 2

This Directive is issued by the Commission pursuant to section 98A of the Malaysian Aviation Commission Act 2015 [Act 771] .

Objective

1.1 The Malaysian Aviation Commission (“**Commission**”) has developed an Airports Quality of Service (“**QoS**”) Framework to improve passenger comfort at airports, to ensure the aerodrome operators give priority to consumer service levels, and to facilitate better airport user experience for airlines, ground handling operators and other users of airports in Malaysia.

1.2 The objective of this Directive is to regulate the QoS at KL International Airport (“**KLIA**”) and KL International Airport 2 (“**kliA2**”).

Application

2. This Directive applies to the person who is authorised under the Act to operate KLIA and kliA2 (“**Aerodrome Operator**”) and shall be read in conjunction with the

Directive relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018 dated 30 August 2018.

Airport Quality of Service Framework

3.1 The QoS Framework comprises of five components:

- (a) service quality category;
- (b) service quality element;
- (c) measurement mechanism;
- (d) target; and
- (e) revenue at risk.

3.2 The service quality category comprises passenger comfort and facilities, and baggage flow. Each of this service quality category is divided into the following specific service quality element:

- (a) Passenger comfort and facilities
 - (i) overall satisfaction with the airport;
 - (ii) overall satisfaction with the washrooms;
 - (iii) cleanliness of the terminal;
 - (iv) flight information displays;

- (v) availability of Wi-Fi;
- (vi) ambience of the terminal;
- (vii) wayfinding; and
- (viii) kerbside congestion.

(b) Baggage flow

- (i) availability of baggage handling system (“**BHS**”) equipment.

3.3 Each service quality element is measured with specific measurement mechanism to ensure that these service quality elements are measured in a clear and precise manner.

3.4 The Aerodrome Operator has to achieve the target allocated to each service quality element. Failure to achieve any of the targets as specified in column (5) of Schedule 1 is a non-compliance and the Commission may impose a financial penalty on the Aerodrome Operator based on the percentage of the revenue at risk assigned to each service quality element.

3.5 The details of the QoS Framework are as specified in Schedule 1.

Computation of financial penalty for non-compliance of QoS Framework

4.1 In the event of any non-compliance of the QoS Framework, the computation of financial penalty shall be based on the revenue at risk as per column (6) of Schedule 1.

4.2 The financial penalty shall be computed respectively for KLIA and klia2 on a monthly basis.

4.3 The amount of financial penalty for each non-compliance is calculated from the monthly accrued regulated aeronautical revenue of the Aerodrome Operator based on the percentage of the revenue at risk.

4.4 The financial penalty to be imposed pursuant to paragraph 4.3 shall not exceed five per cent of the annual turnover of the Aerodrome Operator from the preceding financial year.

4.5 The accrued regulated aeronautical revenue shall not include the User Fee paid by the Aerodrome Operator to the Government.

4.6 For the purpose of this paragraph –

“accrued regulated aeronautical revenue” means –

- (a) Passenger Service Charges and Security Charges;
- (b) Landing Charges; and
- (c) Parking Charges.

“User Fee” has the meaning assigned to it in the Operating Agreement for KL International Airport dated 12 February 2009 between the Government of Malaysia, Malaysia Airports Holdings Berhad and Malaysia Airports (Sepang) Sdn. Bhd.

Payment of financial penalty for non-compliance of QoS Framework

5.1 In the event the Aerodrome Operator fails to comply with the QoS Framework, the Commission shall issue the notice of financial penalty on a quarterly basis for each calendar year.

5.2 The Aerodrome Operator shall pay the financial penalty to the Commission within thirty days from the date the Commission issues the notice of financial penalty pursuant to paragraph 5.1.

Commission to require information or document

6.1 The Commission may, for the purpose of implementing this Directive, require the Aerodrome Operator to provide any information or document and the Aerodrome Operator shall provide such information or document to the Commission in accordance with any timeline as specified by the Commission.

6.2 The Aerodrome Operator shall disclose relevant information or document to the Commission and shall ensure that such information or document are not false or misleading in nature.

Compliance of the Directive by Aerodrome Operator

7.1 The Aerodrome Operator shall comply with this Directive.

7.2 Paragraph 98A(3)(b) of the Act shall apply in the event the Aerodrome Operator fails to comply with this Directive.

Date of commencement

8. This Directive comes into operation on 1 January 2019.

SCHEDULE 1

Quality of Service Framework

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1.	Passenger comfort and facilities	Overall satisfaction with the airport	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification purposes only
		Overall satisfaction with the washrooms	Survey responses from a representative sample of passengers	Compliance of at least 93% of the size of the survey	0.30
		Cleanliness of the terminal	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.46
		Flight information displays	Survey responses from a representative sample of passengers	Compliance of at least 96% of the size of the survey	0.11
		Availability of Wi-Fi	Survey responses from a representative sample of passengers	Compliance of at least 91% of the size of the survey	0.28
		Ambience of the terminal	Survey responses from a representative sample of passengers	Compliance of at least 97% of the size of the survey	0.11

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		Wayfinding	Survey responses from a representative sample of passengers	Compliance of at least 94% of the size of the survey	0.28
		Kerbside congestion	Survey responses from a representative sample of passengers	Compliance of at least 96% of the size of the survey	Results are for notification purposes only
Total					1.54

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
2.	Baggage flow	Availability of BHS equipment	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of BHS equipment for at least 99.5% of the duration of time the BHS equipment is in service	0.26
Total					0.26
Grand Total					1.80

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