



IMPROVING AIRPORT SERVICE LEVELS

Airports QoS Framework Implementation Progress



As of 31 December 2022, MAVCOM had implemented a total of 20 service quality elements at both terminals (KLIA and klia2). The details of the implementation phase are as follows:

Service Quality Elements	Implemented			To be implemented in 2023
	Passenger Comfort and Facilities	Operator and Staff Facilities	Passenger and Baggage Flows	Queueing Times
	<ul style="list-style-type: none"> ▪ Kerbside congestion ▪ Wayfinding ▪ Flight information displays ▪ Availability of Wi-Fi ▪ Cleanliness of the terminal ▪ Ambiance of the terminal ▪ Overall satisfaction with the washrooms ▪ Overall satisfaction with the airport ▪ Cleanliness of passenger washrooms 	<ul style="list-style-type: none"> ▪ Availability of aerobridge ▪ Availability of aerobridge operator ▪ Availability of Visual Docking Guidance System (VDGS) ▪ Availability of ramp Wi-Fi service ▪ Cleanliness of staff washrooms 	<ul style="list-style-type: none"> ▪ Availability of Aerotrain Track Transit System (TTS) – for KLIA only ▪ Availability of lifts, escalators, and walkalators ▪ Availability of Baggage Handling System (BHS) equipment ▪ Outbound baggage ▪ Baggage retrieval – time to first bag ▪ Baggage retrieval – time to last bag 	<ul style="list-style-type: none"> ▪ Passenger security search ▪ Check-in ▪ Transfer queuing ▪ Outbound immigration ▪ Outbound customs ▪ Inbound immigration ▪ Inbound customs ▪ Kerbside queuing

The remaining 8 service quality elements are related to the queueing times. The implementation phase of the eight (8) service quality elements at both terminals is targeted to be completed in 2023.

Additionally, MAVCOM has completed the development phase of the Airports QoS Framework at Subang, Langkawi, and Kota Kinabalu airports. The implementation at all 3 airports is targeted to be completed in phases from the second quarter of 2023 onwards.

The Airports QoS Framework will also be developed and implemented progressively at the remaining 21 airports in Malaysia, excluding STOLports between 2023 and 2027.

*STOLports = Short Take-Off and Landing airports