



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 1 OF 2019

**AMENDMENT TO THE DIRECTIVE RELATING TO THE
IMPLEMENTATION OF THE THIRD PHASE OF THE QUALITY OF
SERVICE FRAMEWORK AT KL INTERNATIONAL AIRPORT AND KL
INTERNATIONAL AIRPORT 2 (2023)**

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

1.1 This directive may be cited as the Amendment to the Directive Relating to the Implementation of the Third Phase of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2019 (2023).

1.2 This Directive comes into operation on 1 July 2023.

**Amendment of Schedule 1 – (3) Service Quality Element of Baggage Retrieval –
Time to Last Baggage**

2. Schedule 1 of the Directive Relating to the Implementation of the Third Phase of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2019 dated 27 June 2019 is amended by substituting for paragraph (i) of column (5) the following paragraph:

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		Baggage retrieval – time to last baggage	Reports submitted by the Aerodrome Operator on the arrival of the last baggage from on-chock to reclaim area	“(i) Compliance of at least 85% inbound passenger flights receiving the last baggage no later than 40 minutes for main terminal building and 50 minutes for satellite building at KLIA; and”	0.25



Datuk Seri Hj. Saripuddin bin Hj. Kasim
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Published by



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