Quality Standards Performance 2015

SOU Southampton Airport

		Monthly Performance Achieved											
AREA	QUALITY STANDARD MEASURE	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
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%	100.00%
	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 *(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	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%	99.84%	99.63%	99.67%	99.09%	99.40%	99.13%	99.09%	99.38%	99.87%	99.75%	99.87%
	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%	100.00%	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	0	1	1	2	6	0	0	0	0
	Number of compliments received in month	3	0	0	0	2	3	1	3	2	1	0	2