



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 1 OF 2019

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

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

Objective

1.1 The 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 implement the service quality elements of the third phase of the QoS Framework at KL International Airport (“**KLIA**”) and KL International Airport 2 (“**klia2**”).

Application

2. This Directive applies to the person who is licensed or authorised under the Act to operate KLIA and klia2 (“**Aerodrome Operator**”) and shall be read in conjunction with the Directives 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 and No. 2 of 2018 dated 12 December 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 for this Directive comprises baggage flows which is divided into the following specific service quality elements:

- (a) outbound baggage;
- (b) baggage retrieval – time to first baggage; and
- (c) baggage retrieval – time to last baggage.

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 July 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.	Baggage flows	Outbound baggage	Reports submitted by the Aerodrome Operator on short-shipment for all outbound baggage	(i) Compliance of at least 9,996 baggage for every 10,000 outbound baggage for KLIA and; (ii) Compliance of at least 9,999 baggage for every 10,000 outbound baggage for klia2	0.26
		Baggage retrieval – time to first baggage	Reports submitted by the Aerodrome Operator on the arrival of the first baggage from on-chock to reclaim area	(i) Compliance of at least 85% inbound passenger flights receiving the	0.25

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
				<p>first baggage no later than 20 minutes for main terminal building and no later than 30 minutes for satellite building at KLIA; and</p> <p>(ii) Compliance of at least 85% inbound passenger flights receiving the first baggage no later than 25 minutes at klia2</p>	

(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 (ii) Compliance of at least 85% inbound passenger flights receiving the last baggage no later than 40 minutes at klia2	0.25

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
				Total	0.76
				Grand Total	0.76



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