

## **EXETER AIRPORT PRM QUALITY STANDARDS PERFORMANCE 2016**

			PERFORMANCE ACHIEVED:											
ZONES:	QUALITY STANDARD TYPE:		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
DEPARTURES PERFORMANCE:		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%
	NON PRE-ROOKED PRM	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%
	PRM PASSENGER	NO PRM PASSENGER WILL BE LEFT UNATTENDED FOR MORE THAT 30 MINUTES, UNLESS OTHERWISE AGREED WITH PASSENGERS (S) CONCERNED.	0	0	0	0	0	0	0	0	0	0	0	0
	PRM PASSENGER	ZERO LATE OR MISSED FLIGHTS. (WITH EXCEPTION OF NON PRE-BOOKED PRM PAX, WHO ARRIVE FOR CHECK-IN LESS THAN 30 MINUTES BEFORE STD, WHERE BEST ENDEAVOURS ARE MADE).	0	0	0	0	0	0	0	0	0	0	0	0
ARRIVALS PERFORMANCE	DACCENCED	ASSISTANCE SHOULD BE AVAILABLE AT THE AIRCRAFT SIDE ON STAND, 100% WITHIN 5 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%
	ARRIVING NON PRE-BOOKED  DRM DASSENGERS	ASSISTANCE SHOULD BE AVAILABLE AT THE AIRCRAFT SIDE ON STAND, 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	ALL AIRPORT PRM PASSENGERS BOOKED AND NON-BOOKED	NUMBER OF COMPLAINTS RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0
		NUMBER OF COMPLIMENTS RECEIVED	0	0	0	0	0	0	0	0	0	0	0	0