

## EXETER AIRPORT PRM QUALITY STANDARDS PERFORMANCE 2017

				PERFORMANCE ACHIEVED:											
ZONES:	QUALITY STANDARD TYPE:		Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	
DEPARTURES PERFORMANCE:	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%		
	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%		
	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		
	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		
ARRIVALS PERFORMANCE	ARRIVING PRE-BOOKED PRM PASSENGER	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%		
	ARRIVING NON PRE-BOOKED PRM PASSENGERS	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%		
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		
		NUMBER OF COMPLIMENTS RECEIVED	0	0	0	0	0	0	0	0	0	0	0		