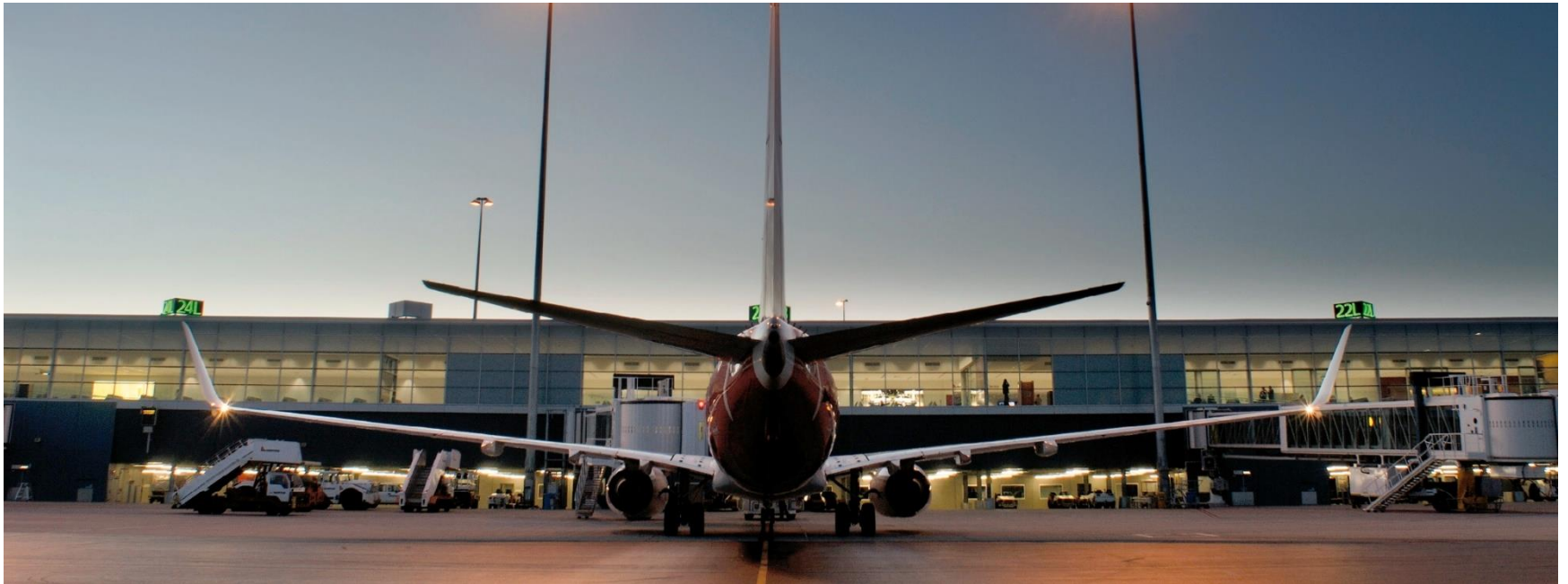


# Adelaide Airport Quality of Service Monitoring

Jul 2015 – Jun 2016



# Adelaide Airport Quality of Service Monitoring

## Background

The following is a summary report of the outcomes from the Airports Council International (ACI) Airport Service Quality (ASQ) surveys.

The ASQ programme ([www.airportservicequality.aero](http://www.airportservicequality.aero)) has over 300 participating airports in more than 70 countries and is the largest managed airport quality of service program. ASQ surveys seek passenger responses to 34 service related items; including “helpfulness of check-in staff” to “waiting time at security control” and “passport inspection”.

The surveys are administered within the departure lounge of the airport and the employ rigorous statistical methodology. At least 340 surveys are required to be completed within each quarter, with the surveys being staged over regular weekly cycles.

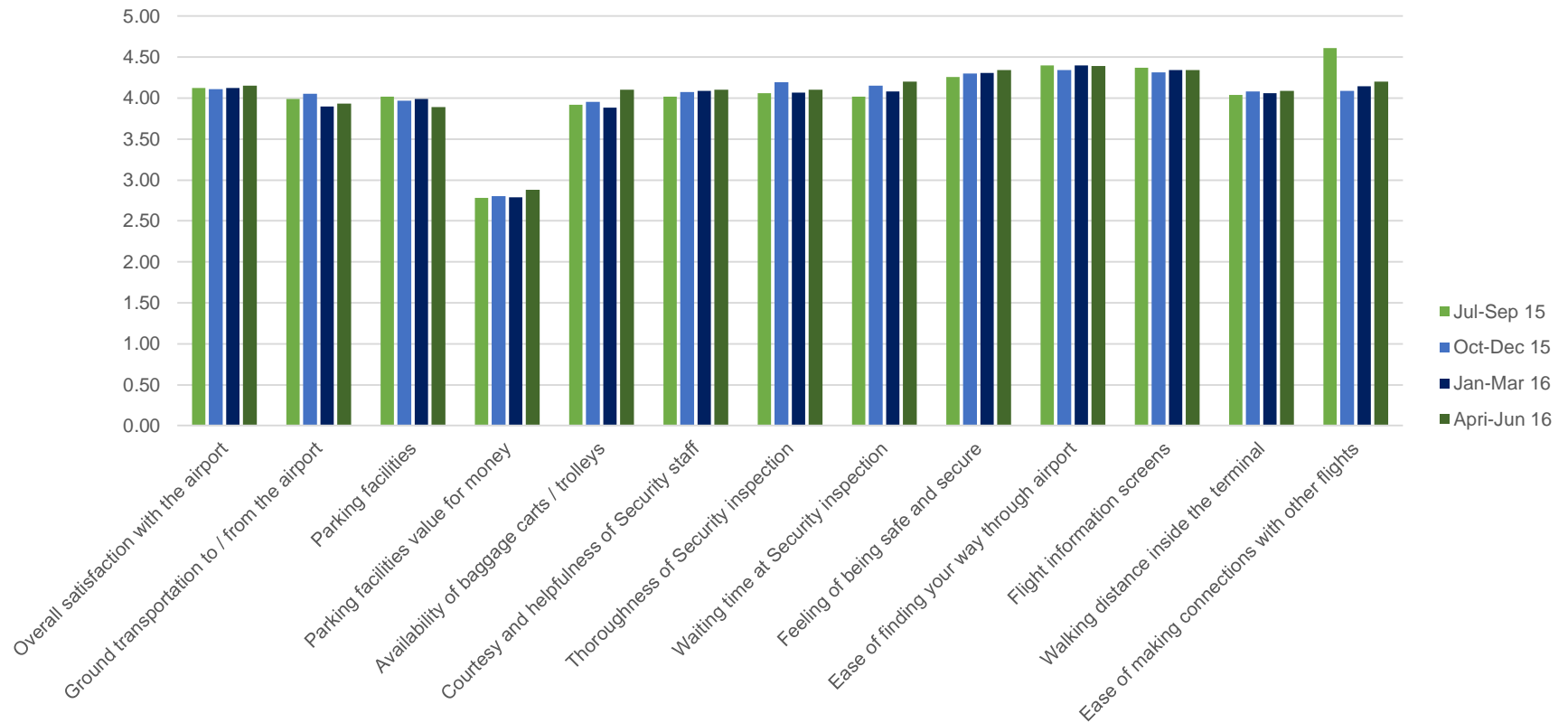
We have divided the ASQ results for Adelaide Airport into two sections:

- Those items/services the we have control or significant influence over; and
- Those items/services the we have no control or limited influence over

# Adelaide Airport Quality of Service Monitoring

Airport has control or significant influence

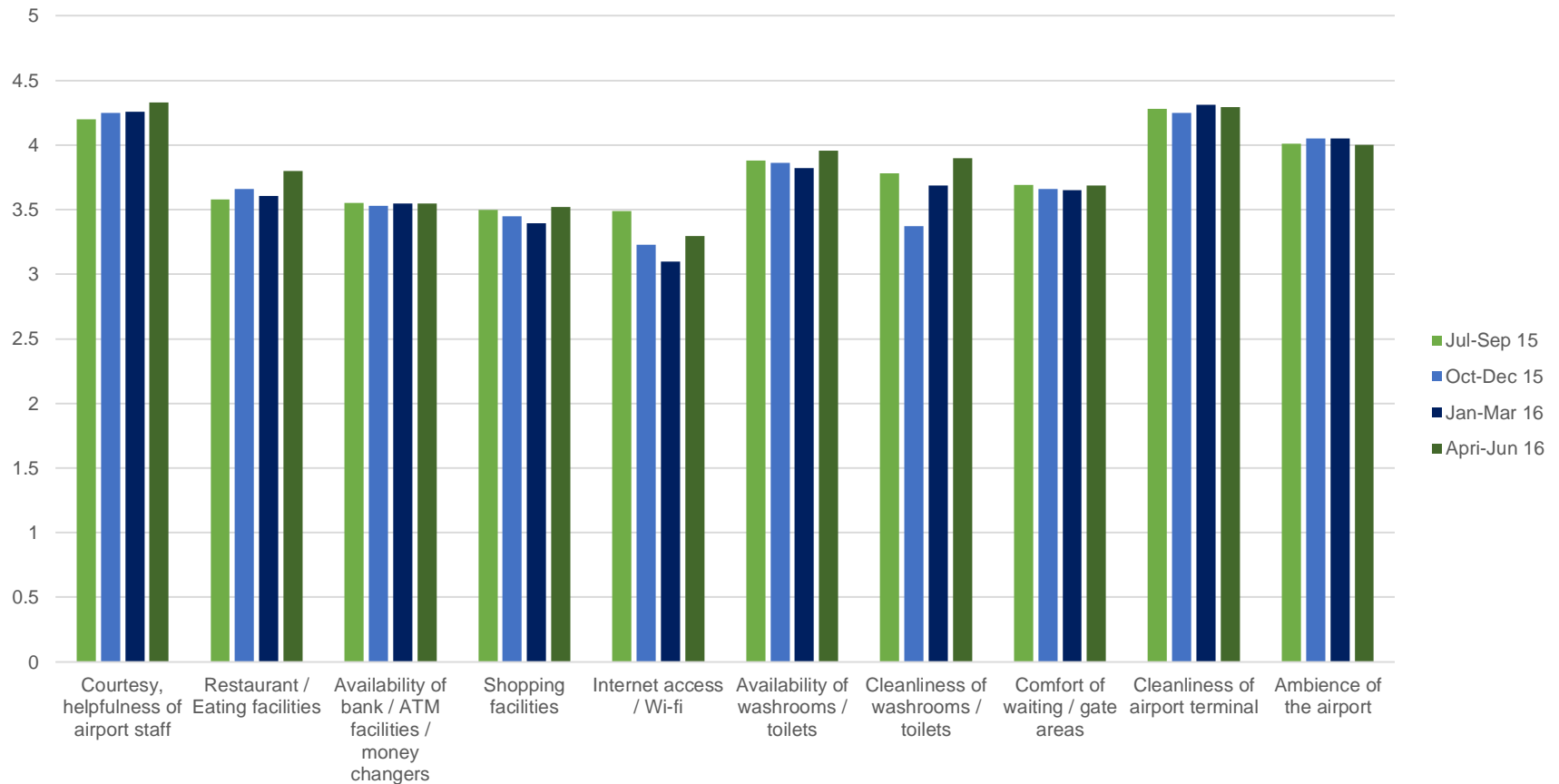
(Overall Satisfaction, Access, Security)



# Adelaide Airport Quality of Service Monitoring

Airport has control or significant influence

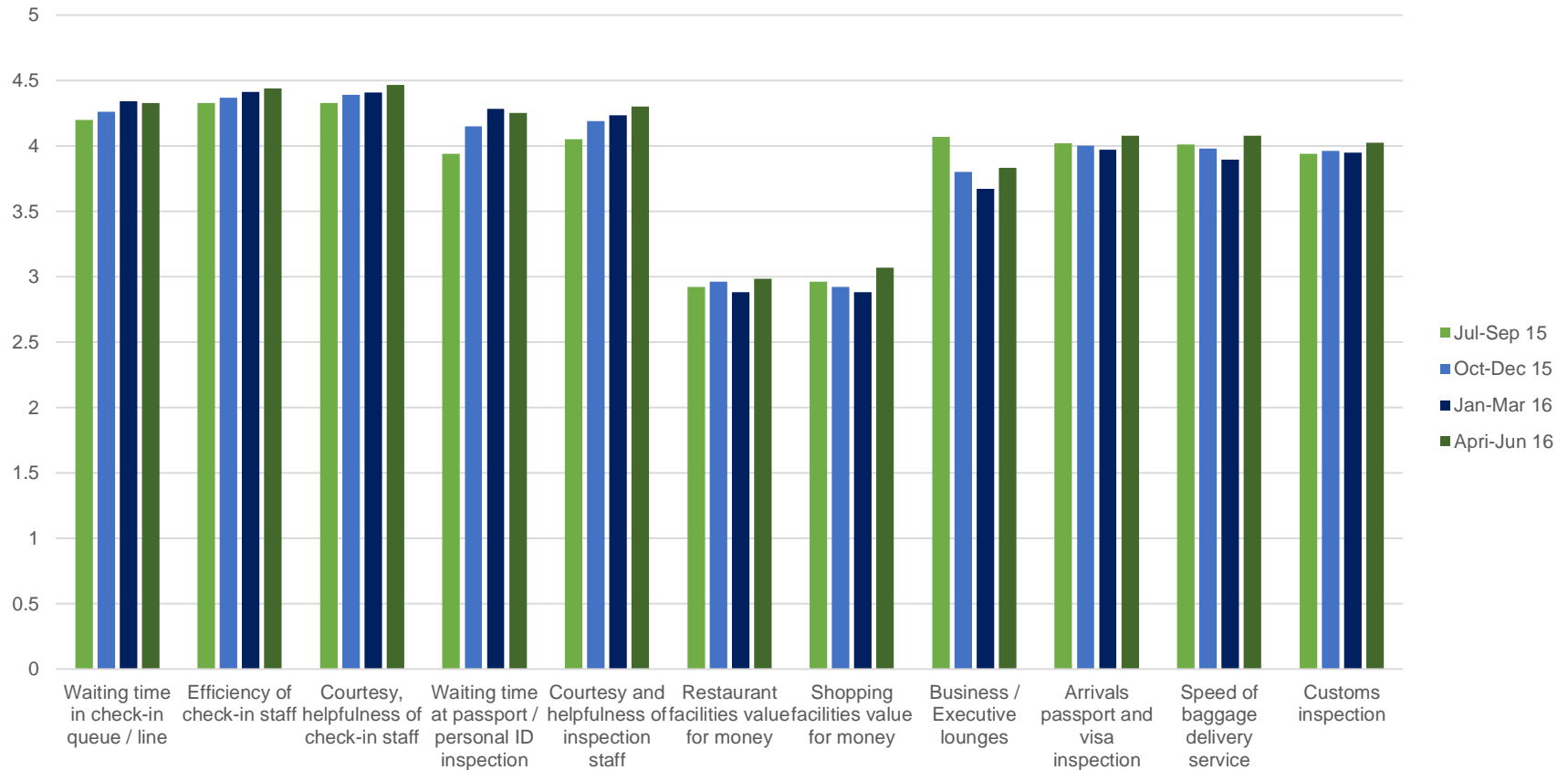
(Airport Facilities, Airport Environment)



# Adelaide Airport Quality of Service Monitoring

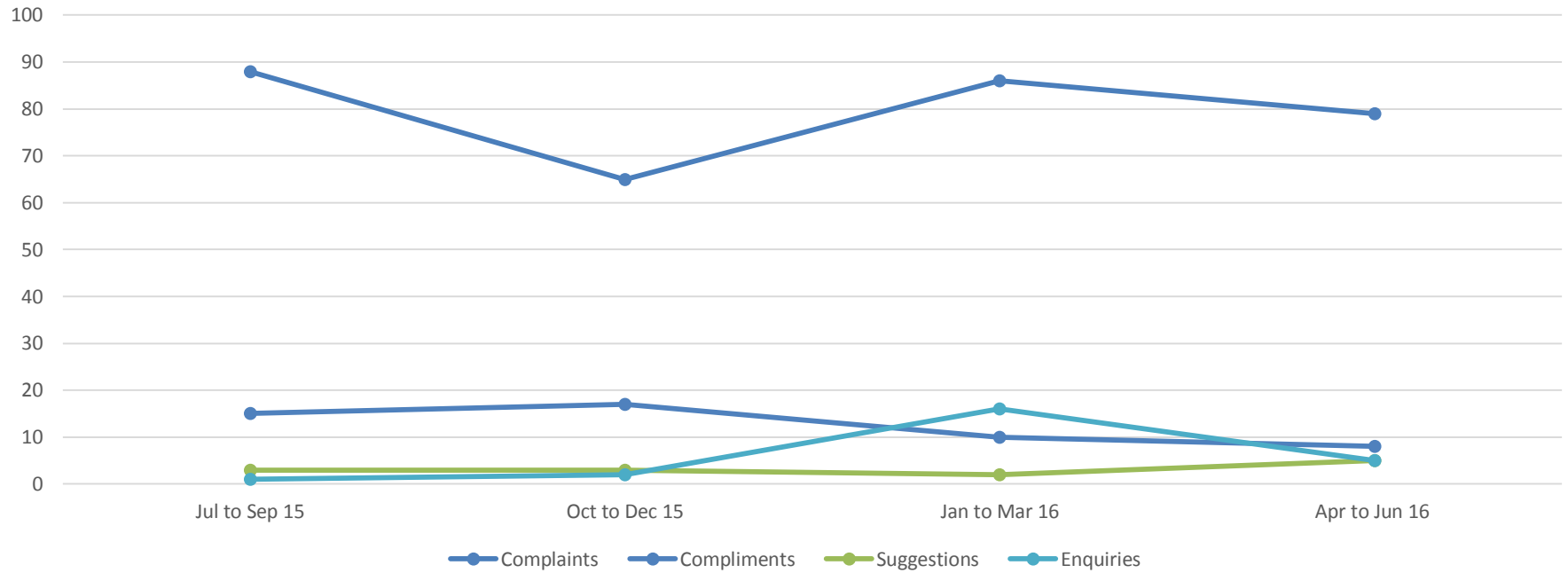
Airport has no control or significant influence

(Check-in, Passport Control, Airport Facilities, Arrivals Services)



# Adelaide Airport Quality of Service Monitoring

## Customer Feedback Results



Feedback Type	Jul to Sep 15	Oct to Dec 15	Jan to Mar 16	Apr to Jun 16
Complaints	88	65	86	79
Compliments	15	17	10	8
Suggestions	3	3	2	5
Enquiries	1	2	16	5

