



Persatuan Pengguna Pulau Pinang
Consumers Association of Penang

檳城消費人協會 பிளாங்கு பயனீட்டாளர் சங்கம்

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Letter To The Editor

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A MUCH AWAITED STEP FORWARD FOR MAVCOM

Kudos to the Malaysian Aviation Commission (Mavcom) for successfully putting together their much awaited Airport Quality of Service framework which will be implemented by the third quarter of 2018, completing in end 2019.

It is timely for the implementation of the four service quality categories comprising i) passenger comfort and facilities; ii) operator and staff facilities; iii) queuing times; and iv) passenger and baggage flow. To each of these categories there are subsections for such as washroom cleanliness, Wi-Fi, food and beverage outlets and other retail facilities availability. Others include equipment and processes affecting passengers' flow through the facility, such as lifts, escalators, walkalators, track-transit systems, as well as wayfinding/signage.

Such improvements would certainly benefit consumers in cutting down their queuing time, getting better services and facilities, and hopefully having considered aid for those having persistent knee problem.

The Consumers' Association of Penang (CAP) looks forward to see the improvements that would ease the problems faced by travellers daily with the implementation of the framework.

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