QUALITY STANDARDS

With reference to PRM assistance, SOGAER aims to meet the following quality standards*:

QUALITY FACTOR	INDICATOR	TARGET
1. Efficiency of Assistance Services		
Pre-booked departing passengers	Waiting time at one of the designated pick-up points from their announcement of arrival	• 80% of passengers should wait no longer than 10 minutes for assistance • 90% should wait no longer than 20 minutes • 100% should wait for no longer than 30 minutes
Non pre-booked departing passengers	Waiting time at one of the designated pick-up points from their announcement of arrival	80% of passengers should wait no longer than 25 minutes
Pre-booked arriving passengers	Waiting time at the gate-room / aircraft side from disembarkation of last passenger	• 80% of passengers should wait no longer than 5 minutes • 90% should wait no longer than 10 minutes • 100% should wait no longer than 20 minutes
Non pre-booked arriving passengers	Waiting time at the gate-room / aircraft side from disembarkation of last passenger	80% of passengers should wait no longer than 25 minutes
General	Number of departing passengers able to reach their aircraft in time to enable timely pre-boarding and departure vs. Total number of passengers applying for assistance	100%
2. Personal safety		
	Operational procedures able to ensure use of adequate and well maintained equipment (procedures for acquisition, check and appropriate use during each operation)	No numeric target: such procedures must be in place, effective and applied
	Operational procedures able to ensure adequately trained staff providing assistance services (when normal conditions apply and also in case of emergency both on ground and on board)	No numeric target: such procedures must be in place, effective and applied
3. Information at points of sale		
	Accessibility: Amount of relevant information accessible to passengers with visual, hearing or mobility impairment vs. Total amount of relevant information	close to 100%
	Completeness: Amount of available services, instructions on restrictions and conditions and accessible information vs. Total amount of services, instructions and information	close to 100%
4. Information at the airport		
	Accessibility: Amount of relevant information accessible to passengers with visual, hearing or mobility impairment vs. Total amount of relevant information	close to 100%
	Completeness: Amount of available services, instructions on restrictions and conditions and accessible information vs. Total amount of services, instructions and information	close to 100%
5. Communication with passengers		
	Number of on time replies vs. Total number of requests for information	close to 100%
	Number of complaints vs. Total number of disabled passengers or passengers with reduced mobility at the airport	close to 0%

*=Quality standards set by the Italian Civil Aviation Authority with its Circular GEN 02 dated July 8th 2008.