Your airport could be earning more

Maximise satisfaction levels quickly and cost effectively

The good news is that for most airports it is possible to achieve a 0.1 increase without spending much money. The airport assessment is a 3 day visit to your airport to show you exactly what needs to be done to achieve it.

How the on-site assessment works

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| DAY 1   | Agenda      | Morning: DKMA expert conducts a detailed visit of your airport completing the Airport Quality Rating questionnaire and documenting service issues. Emphasis is placed on key weaknesses identified by DKMA's analysis of your customer service data. Afternoon: Service issues are documented and included in presentations for day 2. | 9 am - 12.30 pm - Going from good to great - understanding what drives passenger satisfaction  
- Your customer satisfaction data explained - what is causing dissatisfaction and DKMA recommendations to improve  
2 pm - 5 pm - Best practices explained - what the best airports look like  
- Practical examples of what is causing dissatisfaction at your airport | 9 am - 12.30 pm - Identifying quick wins initiatives  
- Agreeing on areas that require a detailed service quality audit  
- Setting targets for service improvements  
- Planning a follow up assessment to evaluate progress |
| DAY 2   | On-site Assessment | DKMA visits your airport to document service issues and explain to your team what is keeping satisfaction down |                                                                                                               |                                                                                                   |
| DAY 3   | Report      | You receive a detailed report explaining the causes of dissatisfaction and a list of quick wins to start improving right away |                                                                                                               |                                                                                                   |

What you get

- **Detailed presentations** on best practices for improving satisfaction, complete analysis of customer service levels at your airport
- **Complete library of pictures** illustrating the causes for passenger dissatisfaction
- **Detailed report** including a summary of the analyses of your airport’s service quality data, key findings from the airport walkthrough, our recommendations & list of quick wins to focus on

What they said about the assessment

“The Airport Assessment was a real eye-opener. The presentation was direct, honest and unvarnished. When I’m going through the terminal after the workshop, I’m astonished at how blind we are getting in our daily operation.”

Knut Holen, Director Terminal Operations
Oslo Airport

Interested? **Contact us to receive more information**
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