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## Muscat International Airport Among Top ME Performing Airports

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Muscat International Airport came fourth place (Best Airport by Region Category) in the Middle East, with regard to its level of service quality, according to the Airport Service Quality (ASQ) Survey, conducted by the industry body Airports Council International (ACI). The survey proclaimed the top performing airports in Service Quality throughout 2007. This signifies the efficiency and the successful strategies implemented by Oman Air, the sole service provider for Muscat International Airport, furthermore conforms the excellent record of professional and high quality service standards that has too been recognised, by various international organisations worldwide.

Corporate Communications And Media of Oman Air highlighted that Airports Council International based in Geneva, Switzerland is the only global trade representative of the world's airports. ACI was established in 1991 and counts 580 members operating over 1640 airports, which collectively handle around 96% of the world's air passengers, in 175 countries and territories. They notified that ACI represents airports interests with Governments and international organisations such as ICAO, develops standards, policies, recommended practices for airports, and provides information and training opportunities to raise standards around the world. The survey which sensor customer service efforts made by airports captured immediate appraisal of 34 airport service factors, through 200,000 passengers at 99 world airports. The factors included airport access / navigation and connectivity, airport services / facilities, security and immigration, airport environment, arrival services, value for money and overall satisfaction with the airport and airline services.



**Hamood Al Bahlani**  
DMSD

Mr. Hamood Bin Mohammed Al Bahlani, Oman Air's Divisional Manager Service Delivery stated that Oman Air has been playing a significant role in ensuring that customers' expectations using Muscat International Airport are met, according to the highest international standards. He confirmed the commitment towards continuing to improve performance in this Area. No doubt, this recognition reflects the efficiency and commitment of the teamwork, as well as the organisation structure, which has been approved for the aim of upgrading all company's activities he said. We are extremely pleased not only to be recognised for our quality services, but also to be once again internationally recognised for our customer service efforts. This clearly vindicates every member of our staff's ongoing commitment and endeavor to maintaining the highest level of services at Muscat International Airport. Al Bahlani expressed the management's gratitude to all employees at the airport who worked very hard to provide the best service, and assured that he, along with the employees would continue efforts to retain this spot.

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CC&M of Oman Air further acknowledged that IATA has recognised Oman Air as an accredited member of AHS 1000, for compliance with IATA/AHM 804 measurement of service delivery standards and since 1997, noting that the company was the first ground handler in the Gulf region to achieve this recognition also to uphold until date. They explained that Airport Handling Standard 1000 (AHS 1000) is a dominant quality measurement and control system introduced by experts of airline industry, in compliance with IATA AHM 804 for ground handling agents of airlines, adding that (AHS 1000), which not only is now the most extensively used quality measurement and control system worldwide involving handlers and carriers, but is also IATA AHM 804 compliant. They conclude saying that at Muscat International Airport, Oman Air team takes pride in delivering quality airport service and sees it as being part of the overall tourism value progression, which is good for their airport and their nation. That means that the commitment is given main concern politically as well as operationally by the airport. The hardworking and dedicated staff that genuinely look to create the uppermost quality of service environments across the airport, for all out clients, on a day to day basis - this is a reward that everyone working in frontline services at the airport can be proud of.



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