Notification of Change – Amendment SQM_2025_01
Effective: 01.05.2025

Manual: DHS Station Quality Manual (SQM)
Chapter: 2.2 – Key Performance Indicators (KPI)
Next Revision: SQM Manual V2R7
Amendment Ref.: SQM_2025_01

Dear all,

please be informed that a new section on Key Performance Indicators (KPIs) has been added to the DHS SQM Manual.
This section outlines core operational performance indicators relevant to Ground Handling and clearly distinguishes them from safety-related SPIs managed via the SMS Manual.
This amendment is effective immediately and will be formally included in the next official revision of the SQM Manual (V2R7).

Please review the summary and full chapter text below and confirm receipt via Read & Sign.

Best regards,

Dominika

Type of Change: New section added: 2.2 – Key Performance Indicators (KPI)

Purpose of Change:

- Separate operational performance (KPI) from safety monitoring (SPI)
- Improve internal performance tracking
- Support audit transparency
- Align station-level KPIs with airline expectations and internal reviews

Reference / Reason:

Internal quality initiative; operational transparency; differentiation from SPIs (SMS); supports EASA ORGH.MGT.120 and ORGH.SMS.110

Key Elements:

- 7 defined KPIs for ground handling performance
- Clear targets, measurement units, and purpose
- Table format for easy station use
- Officially part of SQM Manual Section 2.2
- Not safety-related – SPIs remain in SMS Manual

Note to Users
Please ensure that the updated KPI section is acknowledged and applied accordingly. This change affects quality reporting, station reviews, and internal KPI monitoring routines.

Full Chapter Text:
Section 2.2 – Key Performance Indicators (KPI)

2.2. Key performance indicators (KPI)
The following Key Performance Indicators (KPIs) are used at station level to monitor operational performance, service reliability, and internal process quality. These KPIs are distinct from safety-related SPIs and focus on areas within the control and influence of the Ground Handling team at DHS.

KPI	Name	Target	Measurement Unit	Purpose
1	Handling Delays caused by DHS	≤ 3 per 1,000 flights	Delay Codes 11,15,31	Relevant for airline contracts and performance monitoring
2	Check-in Errors (e.g. incorrect seat or SSR)	≤ 3%	Per passenger / per flight	Reflects quality of check-in process and data accuracy
3	Boarding Errors (e.g. wrong pax on board)	≤ 1 per 500 flights	Per flight	Critical final control step before departure
4	INAD cases (DHS caused)	≤ 1 per 10.000 passengers	Per Pax	Impacts passenger experience and compliance with immigration rules; Penalty may apply
5	Turnaround Coordinator Coverage	100% of eligible flights	Scheduled vs. actual coverage	Ensures standardisation and consistent service delivery
6	Short Shipped Bags (due to DHS error)	≤ 1 per 1,000 pax	Per flight / shift	Reflects baggage process quality and check-in accuracy
7	AHL (Delayed Baggage) Files Closed within 48h	≥ 90%	Per case	Shows service efficiency and timely customer support

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