



LCCT to be expanded

By Rosemarie John in Kuala Lumpur

Bashir Ahmad

The low cost carriers' passenger terminal at the Kuala Lumpur International Airport (KLIA) will be expanded to handle 15 million passengers, an increase of 5 million.

According to Malaysia Airports Holdings Berhad (MAHB) managing director Bashir Ahmad work on the project will start within the next few months.

The expansion will involve increasing the size of the terminal by about 50% to accommodate Air Asia X's long haul operations using Airbus A330-300 aircraft, construction of additional parking bays and a food court, and expanding the car park.

Currently four airlines operate at LCCT – Air Asia, Cebu Pacific, Thai Air Asia and Indonesia Air Asia. There is a possibility that another one or two low cost airlines will start operations at LCCT later this year. No details were available at press time.

At the main terminal building at KLIA, MAHB managed to lure five carriers this to launch flights last year

– EgyptAir, Etihad Airways, GMG Airlines Air India Express and Melbourne-based low cost airline Jetstar Airways. Currently 52 airlines operate at KLIA with KLM and Lufthansa being the only two European carriers.

Airlines introducing new flights to KLIA are exempted from paying landing and parking charges for the first three years of operations. This is one of MAHB's incentives to attract more airlines to the facility.

A second satellite building will be constructed at KLIA within the next five years. With LCCT in operation it has eased passenger traffic at KLIA. It is expected to further ease with the proposed expansion of LCCT. The main passenger terminal building has a handling capacity of 25 million.

KLIA's level of service has enhanced over the years with the growth of traffic and could be said to be at par with Changi Airport as can be seen from the Airports Council International / Airport Service Qual-

ity survey. KLIA was the first facility in the world to be awarded with the Airport Service Quality assured certificate following a successful audit of its airport passenger service quality management system.

Bashir said that by being the first airport to receive this certificate, KLIA has set the standard and is now considered an airport model to be benchmarked against by other airports worldwide.

ACI has established customer service as a priority area to focus on and believes that the quality of service an airport provides to its passengers is integral to the enjoyment of travelling.

For airports to effectively understand passenger needs and manage, and raise customer service levels, over the last two years ACI has provided the ASQ programme to its members.

The airport which is located 60km outside the city of Kuala Lumpur opened for operations on June 28 1998.