

KLIA among top ranked airports

Liow: Its people-first approach results in users enjoying the KLIA experience

SEPANG: It is the “people-first” practice by the operator, airlines, service providers and others at the Kuala Lumpur International Airport (KLIA) that makes the airport one of the world’s top ranked in service quality, said Datuk Seri Liow Tiong Lai.

The Transport Minister said it was impressive that KLIA was able to consistently achieve top accolades in its 18 years of operation, despite the bigger competition from newer airports in the region.

“This clearly shows that airport users continuously enjoy the KLIA experience. In fact, it is ranked top 10 globally for its category in Airports Council International’s Airport Service Quality ranking.

“The secret to KLIA’s success lies in the synergy of dedicated people, from the airport operator, airlines, service providers, government agencies to the retailers, contractors, ground handlers and many others who have walked hand in hand with us to where KLIA is today.

“The human touch with the passionate and committed team makes all the difference. “As KLIA grows both in size and community, it is imperative that we continue to put people first to deliver the best services possible,” he said in his speech at the Malaysia Airports KLIA Awards 2015 last night.

Liow said with the stiff competition and ever-changing world, KLIA must continue to be innovative to ensure it continues to provide top services. “We have to constantly stay on our toes as the world around us changes and competition intensifies.

“To keep up with such developments and challenges, we must continue to innovate and improve our services and the facilities available at our airports. “Initiatives such as KLIA Awards that recognises excellence remains relevant and important.

“It allows the industry to set benchmarks for the milestones that we envision for the future,” he said. Liow said Malaysia Airports’ latest initiative, the KLIA Aeropolis, is expected to result in about RM7bil in foreign and domestic investments.

“KLIA remains at the core of this development. “The KLIA Aeropolis is a strategic plan that not only will further strengthen its position as a preferred Asean hub but would also allow it to become a regional key economic enabler,” he said.

The KLIA Aeropolis is a massive airport city project to turn KLIA into a world-class airport city. Also present at the event were Malaysia Airports chairman Tan Sri Dr Wan Abdul Aziz Wan Abdullah and Civil Aviation Department director-general Datuk Seri Azharuddin Abdul Rahman.

The KLIA Awards was first introduced in 2006. Winners of this year's awards were chosen based on their 2015 achievement in sectors such as passenger movements, growth factor, sales performance, international recognition and service excellence.

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