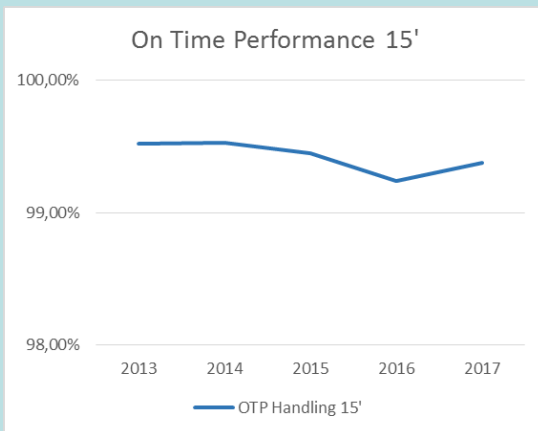


Aviartner punctuality

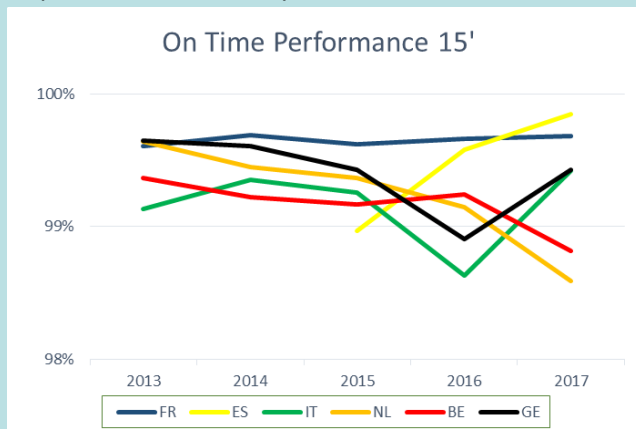


Aviartner uses several Key Quality Performance Indicators to measure its service level. One of the most important standards of the Aviartner Service Level and therefore also a Key Quality Performance Indicator is the On-Time Performance 15 minutes. The ultimate target is no delays caused by Aviartner, but a threshold of 99% is used for evaluation of the On-Time Performance 15 minutes. This means that for every 100 flights, 1 flight can be delayed for more than 15 minutes. The graphs show the results on Aviartner group level from 2013 to 2017, the results per country over the same period and the results for each airport in 2017.

Graph results on AP group level 2013-2017



Graph results on country level 2013-2017



2017		2017	
Belgium	% OTP 15'	Spain	% OTP 15'
Brussels	98,7	Lanzarote	100
Antwerp	99,9	Malaga	99,9
Ostend	99,9	Fuerteventura	99,8
Liège	99,5	Girona	100
Germany	% OTP 15'	Menorca	99,7
Düsseldorf	99,4	Sevilla	100
Hannover	99,9	Tenerife Sur	99,6
Italy	% OTP 15'	France	% OTP 15'
Bologna	99,8	Bordeaux	99,8
Catania	100	Lille	99,8
Rome	99,6	La Rochelle	100
Milan (LIN)	99,7	Lyon	99,5
Milan (MXP)	99,6	Montpellier	99,9
Palermo	99,3	Marseille	99,7
Reggio Calabria	99,9	Nice	99,6
Lamezia Terme	99,8	Nantes	99,6
Turin	99,6	Toulouse	99,8
Venice	98,5	The Netherlands	% OTP 15'
		Amsterdam	98,4
		Rotterdam	99,6