

**ANNEXURES REFERENCE LIST**

<b>ANNEXURE</b>	<b>DESCRIPTION</b>
Annexure 1	ACI Fieldwork and Sample Plan Rules and Guidelines (ASQ Departure Main Programme)
Annexure 2	ASQ Departures: Sample sizes per airport per quarter
Annexure 3	ACI Important dates
Annexure 4	ACI ASQ Awards Eligibility Criteria
Annexure 5	Infrastructure observations - average completion rates
Annexure 6	Infrastructure observation template (example)
Annexure 7	Infrastructure observation sample sizes
Annexure 8	Infrastructure observation number of outlets/shops
Annexure 9	Change control process
Annexure 10	Infrastructure observations measurement responses to questions
Annexure 11	Process improvement observations - sample plan/sizes
<i>Annexure 12</i>	<i>Not referenced in the Scope of Work document</i>
Annexure 13	Process improvement observations reporting - Overall performance
Annexure 14	Process improvement observations reporting - Individual stakeholder performance & Resource Utilisation
Annexure 15	Service Excellence Perception Survey - Template (example)
Annexure 16	Service Excellence Perception Survey - Sample plan and sizes
Annexure 17	Rewards and Recognition - Mystery Shopper Criteria
Annexure 18	Service Level Agreement and Penalties
Annexure 19	Evaluation Criteria
Annexure 20	Resource Qualification Schedule
Annexure 21	SAQA NQF Level