

ANNEXURE 10: INFRASTRUCTURE OBSERVATIONS MEASUREMENT

YES/NO

The standards in the observation templates are in the form of questions. The system decides based on the observer's response, whether the environment is compliant or not compliant to the agreed conditions. See examples below:

- Is all parking entrance equipment clean?
 - Yes response = compliant
 - No response = not compliant
- Are the floor/wall/ceiling surfaces damaged?
 - Yes response = not compliant
 - No response = compliant

Time triggered questions

This are applicable to instances where a set standard is based on time measure target. The observer in this case will respond by inputting time (either directly or getting it from the device), the system will then use pre-programmed methodology to determine compliance. See example below:

Was the first bag delivered to the carousel with 15 minutes of arrival?

Responses:

- Record time the aeroplane arrived:
- Record time first bag was placed on the carousel

The system will use the first response as a refer point to determine how long it took for the first bag to be delivered and compare it to the 15 minutes target. If below then compliant and not compliant otherwise.

Optional

Each service provider varies from the next in some way, it could be on size, design and or infrastructure set-up. Where the observed item is not applicable to a particular shop, for instance some outlets do not have windows. In this case, questions related to the window display are not applicable and they are omitted.