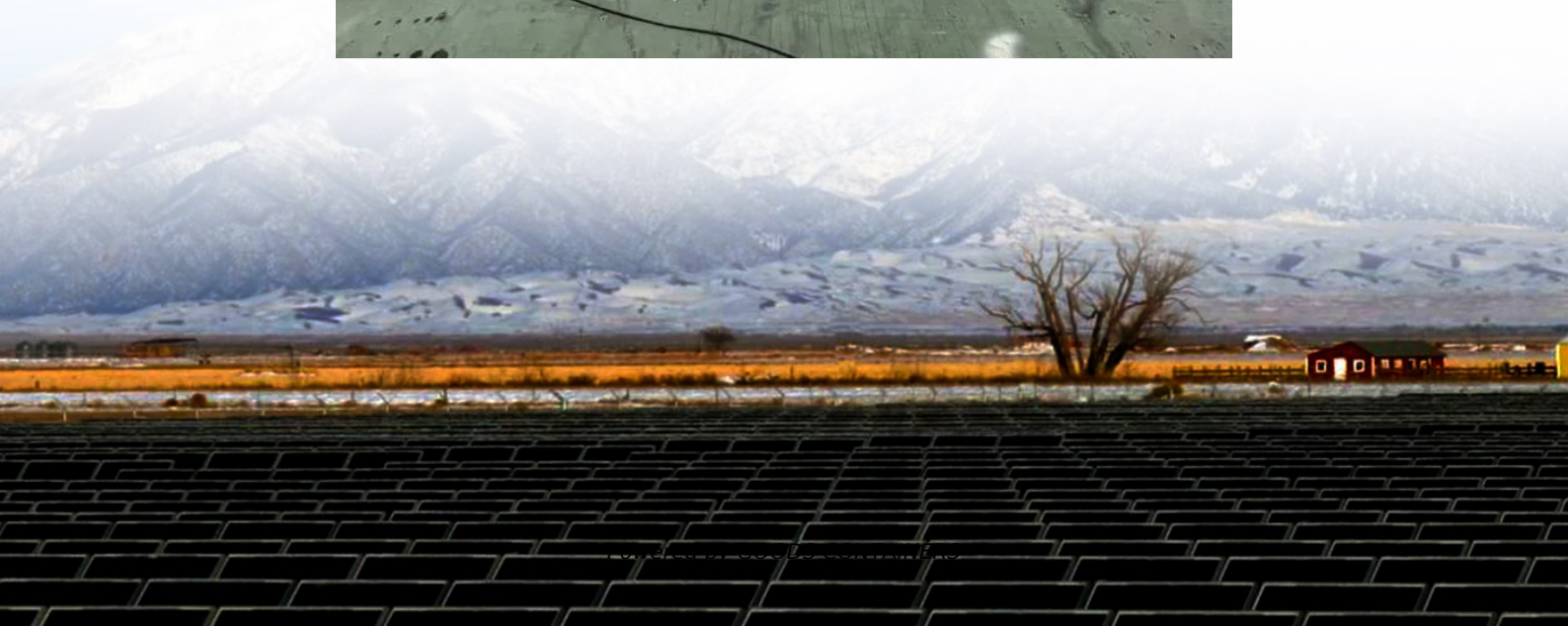


# **Airport Folding Container Three-Phase Service Quality**





## Overview

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What are airport service quality frameworks?

Airport service quality frameworks identify the service standards that airlines and their passengers can expect from airports in return for the airport charges they pay.

Why is a passenger centric airport important?

Developing a passenger-centred airport and providing passenger-centric services are key to the success of airport and airline companies (Cao et al., 2023). Maintaining a high level of customer satisfaction through offering quality customer services is an important tool to achieve a competitive advantage for both airports and airlines.

Who are the key stakeholders in the air transport industry?

Air passengers are the key stakeholders in the air transport industry. Developing a passenger-centred airport and providing passenger-centric services are key to the success of airport and airline companies (Cao et al., 2023).

Are air transport service quality and passenger satisfaction the end goal?

Finally, studying air transport service quality and passenger satisfaction is not the end goal. Also, there is no lack of research on passenger retention, repurchase and loyalty (Chonsalasin et al., 2022; Jiang & Zhang, 2016b; Mikulic & Prebezac, 2011).



## Airport Folding Container Three-Phase Service Quality

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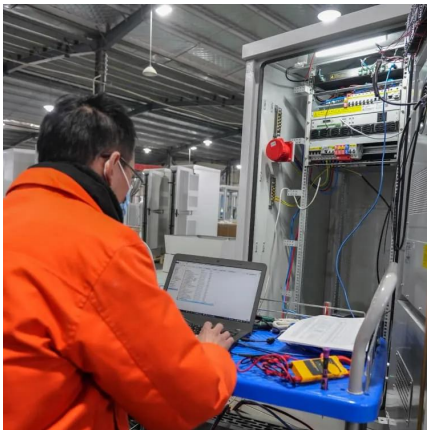
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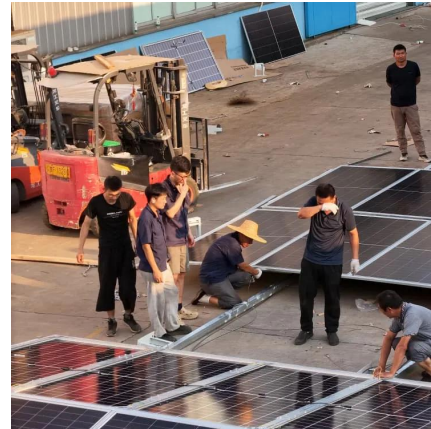
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