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OUR CUSTOMERS COME FROM
HERE, THERE AND EVERYWHERE.

THEY CAN BE INDIVIDUALS.
OR MULTINATIONALS.

THERE IS ONE THING THEY CAN BE
ASSURED OF - EQUAL PRIORITY.

04-25 January/Januari 2003

MALAYSIA CULTURE & HERITAGE EXHIBITION AT KLIA
KLIA played host to renowned Malaysian artist Anuar Dan's solo exhibition from 4 to 25 January 2003. The event was part of KLIA's efforts to make it a family destination and regional travel hub.

PAMERAN KEBUDAYAAN & WARISAN MALAYSIA DI KLIA
KLIA menjadi tuan rumah kepada pameran solo Anuar Dan, seorang pelukis ternama di Malaysia mulai 4 hingga 25 Januari 2003. Acara tersebut merupakan sebahagian daripada usaha untuk menjadikan KLIA sebuah destinasi keluarga dan hab kembara serantau.



08 January/Januari 2003

KLIA ANNOUNCES FIRST GRAND SHOPPING BONANZA WINNER
KLIA's "Grand Shopping Bonanza" featuring three Grand Prizes, announces its first winner, Masaaki Nakashima a tourist from Japan who won a glittering jewellery set worth more than RM100,000. The contest ended June 2003.

KLIA MENGUMUMKAN PEMENANG PERTAMA GRAND SHOPPING BONANZA

"Grand Shopping Bonanza" anjuran KLIA yang memaparkan tiga Hadaiah Utama mengumumkan pemenang pertamanya, Masaaki Nakashima, seorang pelancong dari Jepun yang memenangi satu set barang kemas bernilai lebih RM100,000. Peraduan ini berlangsung sehingga Jun 2003.

21 January/Januari 2003

"SPORTS PASSION" SHOPPING CAMPAIGN
KLIA Shopping Campaign from January to March 2003 themed "Sports Passion" was launched, showcasing the passion, finesse & energy associated with sports.

KEMPEN MEMBELI-BELAH "SPORTS PASSION"
Pelancaran Kempen *KLIA Shopping* mulai Januari hingga Mac 2003 bertema "Sports Passion" menampilkan kesungguhan, ketangkasan & tenaga yang dikaitkan dengan bidang sukan.



28 January/Januari 2003

AVIATION ACTIVITIES EXPANSION AT SUBANG AIRPORT

The expansion of general aviation activities at Sultan Abdul Aziz Shah Airport in Subang commenced following agreements signed between Malaysia Airports Sdn. Bhd., MHS Aviation Berhad and Grouptech Sdn. Bhd.

AKTIVITI PENERBANGAN DI LAPANGAN TERBANG SUBANG DILUASKAN

Aktiviti penerbangan awam di Lapangan Terbang Sultan Abdul Aziz Shah, Subang diperluaskan selepas persetujuan ditandatangani antara Malaysia Airports Sdn. Bhd., MHS Aviation Berhad dan Grouptech Sdn. Bhd.

18-26 February/Februari 2003

MAHB PARTICIPATION IN SHOWCASE MALAYSIA

Held in conjunction with the XIII NAM (Non-Aligned Movement) Summit, the Showcase Malaysia exhibition saw MAHB showcasing information of their services and facilities.

MAHB MENYERTAI SHOWCASE MALAYSIA

Pameran Showcase Malaysia yang dianjurkan sempena Sidang Kemuncak NAM XIII (Pertubuhan Negara-negara Berkecuali) turut disertai oleh MAHB yang memaparkan maklumat mengenai perkhidmatan dan kemudahan yang disediakan.



26 January/Januari 2003

PAN PACIFIC HOTEL KUALA LUMPUR INTERNATIONAL AIRPORT AWARDED NATIONAL CERTIFICATE

Pan Pacific Hotel Kuala Lumpur International Airport was awarded a National Certificate by Selangor's Menteri Besar Y.A.B. Dato' Seri Dr. Mohamad Khir Toyo for organising Malaysia's Longest Golf Drive on the KLIA runway, an annual charity event held in conjunction with KLIA's anniversary.

PAN PACIFIC HOTEL KUALA LUMPUR INTERNATIONAL AIRPORT DIBERI ANUGERAH SIJIL KEBANGSAAN

Menteri Besar Selangor, Y.A.B. Dato' Seri Dr. Mohamad Khir Toyo menyampaikan anugerah Sijil Kebangsaan kepada Pan Pacific Hotel Kuala Lumpur International Airport kerana menganjurkan *Longest Golf Drive* di Malaysia di landasan KLIA. Ia merupakan sebuah acara kebajikan tahunan yang dianjurkan bersempena dengan ulangtahun KLIA.

06 March/Mac 2003

ERAMAN LAUNCHES NEW CUSTOMER SERVICE PROGRAMME

ERAMAN launched its Customer Service Philosophy, New Uniform & Website under their Customer Service Programme to promote greater customer interaction and service.

ERAMAN MELANCARKAN PROGRAM BARU PERKHIDMATAN PELANGGAN

ERAMAN melancarkan Falsafah Perkhidmatan Pelanggan, Pakaian Seragam & Laman Web baru di bawah Program Perkhidmatan Pelanggannya bagi menggalakkan interaksi dan khidmat pelanggan yang lebih erat lagi.



07 March/Mac 2003

"ENAK BERSELERA DI KLIA" PROGRAMME DEBUTS ON TV3

"Enak Berselera di KLIA", which showcases KLIA as a culinary haven, made its debut on TV3's popular Malaysia Hari Ini.

RANCANGAN "ENAK BERSELERA DI KLIA" DITAYANGKAN DI TV3

Rancangan "Enak Berselera di KLIA", yang menampilkan KLIA sebagai syurga makanan, ditayangkan melalui program popular TV3, Malaysia Hari Ini.



21-23 March/Mac 2003

PETRONAS MALAYSIAN GRAND PRIX 2003

Sepang International Circuit once again hosted this international event which had 100,000 spectators and millions of TV viewers from all over the world watching live.

PETRONAS MALAYSIAN GRAND PRIX 2003

Litar Antarabangsa Sepang sekali lagi menjadi tuan rumah kepada acara bertaraf dunia yang berjaya menarik seramai 100,000 penonton di litar dan berjuta penonton televisyen di seluruh dunia menyaksikan perlumbaan ini secara langsung di kaca TV.



26 March/Mac 2003

CHARITY FLIGHT FOR ORPHANS

In conjunction with the Sultan Of Selangor's Coronation Day, 100 orphans were treated to a 1 hour charity flight on Regent Air at KLIA by His Royal Highness Sultan Sharafuddin Idris Shah, who also presented goody bags to them.

PENERBANGAN AMAL UNTUK ANAK-ANAK YATIM

Bersempena dengan Hari Pertabalan Sultan Selangor, seramai 100 orang anak yatim telah diraikan oleh DYMM Sultan Sharafuddin Idris Shah dengan penerbangan amal Regent Air selama 1 jam. Baginda Sultan turut menghadiahkan buah tangan kepada mereka.



30 March/Mac 2003

NEW BINTULU AIRPORT COMMENCED OPERATIONS

The new Bintulu airport, capable of handling up to 400,000 passengers annually, begins operations at its modern premises located about 23km from Bintulu town. Passengers are now able to fly direct from Bintulu to KLIA.

LAPANGAN TERBANG BINTULU BARU MEMULAKAN OPERASI

Lapangan Terbang Bintulu baru, yang mampu mengendalikan sehingga 400,000 penumpang setahun, mula beroperasi di premisnya yang moden terletak kira-kira 23km dari bandar Bintulu. Para penumpang kini boleh mengambil penerbangan terus dari Bintulu ke KLIA.

31 March/Mac 2003

QATAR AIRWAYS BEGINS DAILY FLIGHTS BETWEEN DOHA & KLIA

Qatar Airways flies daily between Doha & KLIA and on to Jakarta. The arrivals into Doha are conveniently timed to provide easy connections to Europe, Africa and the Middle East.

QATAR AIRWAYS MULAKAN PENERBANGAN HARIAN ANTARA DOHA & KLIA

Qatar Airways memulakan penerbangan harian antara Doha & KLIA dan seterusnya ke Jakarta. Ketibaan di Doha menyediakan penerbangan sambungan ke Eropah, Afrika dan Timur Tengah.

01 April/April 2003

ROYAL NEPAL AIRLINES FLIES INTO KLIA

Royal Nepal Airlines, flies into KLIA and receives a warm reception from MAHB and Tourism Malaysia. Passengers were greeted and presented with souvenirs by the former Transport Minister Y.B. Dato' Seri Dr. Ling Liong Sik. These twice-weekly flights utilised the Kathmandu-Singapore-KLIA-Kathmandu route.

ROYAL NEPAL AIRLINES TERBANG KE KLIA

Royal Nepal Airlines memulakan penerbangan ke KLIA dan disambut oleh MAHB dan Pelancongan Malaysia. Ketibaan para penumpang dialu-alukan dan cenderahati disampaikan oleh bekas Menteri Pengangkutan Y.B. Dato' Seri Dr. Ling Liong Sik. Penerbangan dua kali seminggu ini menggunakan laluan Kathmandu-Singapura-KLIA-Kathmandu.



10 April/April 2003

THIRD PHASE OF KLIA SHOPPING CAMPAIGN LAUNCH

The campaign themed "Spring Romance" was launched by the former Culture, Arts & Tourism Minister Y.B. Dato' Paduka Abdul Kadir Hj. Sheikh Fadzir. It highlighted elements of spring fashion.

PELANCARAN FASA KETIGA KEMPEN MEMBELI-BELAH KLIA

Kempen yang bertema "Spring Romance" telah dilancarkan oleh bekas Menteri Kebudayaan, Kesenian & Pelancongan Y.B. Dato' Paduka Abdul Kadir Hj. Sheikh Fadzir. Kempen ini memberi tumpuan kepada fesyen musim bunga.



19 April/April 2003

MAHB STAFF RECOGNISED FOR LOYAL SERVICE

188 MAHB staff who have served the company for more than 25 years were presented with Loyal Service Awards by the former Deputy Minister of Human Resource Y.B. Dr. Hj. Abdul Latiff Ahmad. The ceremony also saw the signing of a collective agreement between MAHB management and MAHB union.

KAKITANGAN MAHB TERIMA PENGIKTIRAFAN BAGI PERKHIDMATAN SETIA

Seramai 188 kakitangan MAHB yang telah berkhidmat untuk Syarikat lebih 25 tahun telah diberikan Anugerah Perkhidmatan Setia oleh bekas Timbalan Menteri Sumber Manusia Y.B. Dr. Hj. Abdul Latiff Ahmad. Upacara ini turut menyaksikan majlis menandatangani perjanjian bersama antara pengurusan MAHB dan kesatuan sekerja MAHB.

19 May/Mei 2003

MAHB LAUNCHED COMPETENCY BASED HUMAN RESOURCES PROCESS

The official launching of MAHB's Competency Based Human Resources Process was held at KLIA. This new HR process will enable the Company to fit the right people with the right competencies to the right job.

MAHB LANCARKAN PROSES SUMBER MANUSIA BERASASKAN KOMPETENSI

Pelancaran Proses Sumber Manusia MAHB berasaskan Kompetensi telah diadakan di KLIA. Proses Pembangunan Sumber Manusia yang baru ini akan membolehkan Syarikat menempatkan tenaga kerja dengan kompetensi dan tugas yang sesuai.



21 May/Mei 2003

VISIT TO MAHB BY CAMBODIA WORKERS' UNION

Seven representatives from workers' unions of several organisations in Cambodia visited MAHB's headquarters where they were briefed on Malaysia Airports' organisational structure and human resource activities.

KESATUAN SEKERJA KEMBOJA MELAWAT MAHB

Seramai tujuh perwakilan dari kesatuan sekerja beberapa pertubuhan di Kemboja telah melawat ibu pejabat MAHB di mana mereka telah diberi taklimat ringkas mengenai struktur organisasi dan aktiviti sumber manusia Malaysia Airports.

27 May/Mei – 18 June/Jun 2003

KLIA HOSTS COLOURS OF MALAYSIA 2003

MAHB in collaboration with Tourism Malaysia played host to a variety of cultural performances in conjunction with Colours of Malaysia 2003. The event also commemorated KLIA's fifth anniversary celebrations.

KLIA MENJADI TUAN RUMAH CITRAWARNA MALAYSIA 2003

MAHB dengan kerjasama Pelancongan Malaysia menjadi tuan rumah kepada pelbagai persembahan kebudayaan bersempena dengan Citrawarna Malaysia 2003. Acara ini juga serentak dengan sambutan perayaan ulangtahun kelima KLIA.



28-31 May/Mei 2003

CAREER PATHING WORKSHOPS HELD FOR MAHB STAFF

This workshop were held at MAHB's headquarters and Pan Pacific Hotel Kuala Lumpur International Airport. A total of 20 mission critical positions were selected as pioneers for the career pathing development.

BENGKEL PEMBANGUNAN KERJAYA DIADAKAN UNTUK KAKITANGAN MAHB

Bengkel ini telah diadakan di ibu pejabat MAHB dan Pan Pacific Hotel Kuala Lumpur International Airport. Sebanyak 20 misi jawatan kritikal telah dipilih sebagai perintis untuk pembangunan laluan kerjaya.

29 May/Mei 2003

MAHB HOLDS 4TH ANNUAL GENERAL MEETING

MAHB held its fourth Annual General Meeting (AGM) at the Pan Pacific Hotel Kuala Lumpur International Airport during which the Group's Financial results were tabled and adopted.

MAHB MENGADAKAN MESYUARAT AGUNG TAHUNAN KE-4

MAHB mengadakan Mesyuarat Agung Tahunannya Yang Keempat di Pan Pacific Hotel Kuala Lumpur International Airport di mana Laporan Kewangan Kumpulan telah dibentang dan diluluskan.



07 June/Jun 2003

MAHB WELCOMES NEW CHAIRMAN & MANAGING DIRECTOR

MAHB welcomes its new Chairman Y.Bhg. Tan Sri Datuk Dr. Aris Othman and new Managing Director Y.Bhg. Dato' Bashir Ahmad.

MAHB MENGALU-ALUKAN PENERUSI & PENGARAH URUSAN BARU

MAHB mengalu-alukan kedatangan Pengerusi barunya Y.Bhg. Tan Sri Datuk Dr. Aris Othman dan Pengarah Urusan baru iaitu Y.Bhg. Dato' Bashir Ahmad.

23 June/Jun 2003

RIAU AIRLINES ADDS MALACCA TO ITS DESTINATIONS

P.T. Riau Airlines, a Riau Provincial government owned airline, started servicing Malacca four times a week on the Pekan Baru – Malacca route. The service has helped boost Malacca's tourism industry.

MELAKA DESTINASI TAMBAHAN RIAU AIRLINES

P.T. Riau Airlines, sebuah syarikat penerbangan milik kerajaan Wilayah Riau, memulakan perkhidmatan empat kali seminggu ke Melaka menggunakan laluan Pekan Baru-Melaka. Perkhidmatan ini membantu menggalakkan lagi industri pelancongan Melaka.



01 July/Julai 2003

MIRI AIRPORT COMMENCES OPERATIONS

Miri Airport commenced operations at its new state-of-the-art terminal on today. The former Prime Minister Y.A.Bhg. Tun Dr. Mahathir Mohamad officiated the launching ceremony.

LAPANGAN TERBANG MIRI MULA BEROPERASI

Lapangan Terbang Miri mula beroperasi di terminal barunya yang serba moden pada hari ini. Perdana Menteri ketika itu Y.A.Bhg. Tun Dr. Mahathir Mohamad telah merasmikan lapangan terbang tersebut.

03 July/Julai 2003

GARUDA INDONESIA INTRODUCES NEW SERVICE

A new direct service between Surabaya & Kuala Lumpur was established on 3 July 2003. Garuda now operates three flights a week plying the route.

The new service is aimed at strengthening Malaysia-Indonesia ties and boosting the tourism industry of both countries.

GARUDA INDONESIA PERKENALKAN PERKHIDMATAN BARU

Perkhidmatan terus yang baru antara Surabaya & Kuala Lumpur telah dimulakan pada 3 Julai 2003.

Garuda kini mengendalikan tiga penerbangan seminggu menggunakan laluan tersebut.

Perkhidmatan baru ini bermatlamat untuk mengukuhkan hubungan Malaysia-Indonesia dan menggalakkan industri pelancongan di kedua-dua negara.



04 July/Julai 2003

KLM ADDS FLIGHT FREQUENCY TO KLIA

KLM Royal Dutch Airlines added another flight on the Amsterdam-KLIA-Manila route, thus now operating six flights a week. The addition is aimed at further boosting tourism between Malaysia and Holland and it reflects the airline's confidence in KLIA's abilities.

KLM TAMBAH KEKERAPAN PENERBANGAN KE KLIA

KLM Royal Dutch Airlines menambah satu lagi penerbangan di laluan Amsterdam-KLIA-Manila, menjadikan kini enam penerbangan seminggu. Tambahan ini bermatlamat untuk menggalakkan pertumbuhan pelancongan antara Malaysia dan Belanda dan ia menggambarkan keyakinan syarikat penerbangan tersebut terhadap kemampuan KLIA.

08 July/Julai 2003

KLIA ORGANISES ANOTHER "GIVE BLOOD" CAMPAIGN

For the fifth time, KLIA organised the "Give Blood" Campaign aimed at creating awareness on the importance of saving lives through blood donation. The blood donation was jointly organised by Malaysia Airports (Sepang), Aeromed Medical Clinic and the National Blood Centre.

KLIA ANJURKAN SATU LAGI KEMPEN "DERMA DARAH"

Untuk kali kelima, KLIA menganjurkan Kempen "Derma Darah" yang bermatlamat untuk memupuk kesedaran berhubung kepentingan menyelamatkan nyawa melalui derma darah. Kempen tersebut telah dianjurkan bersama oleh Malaysia Airports (Sepang), Aeromed Medical Clinic dan Pusat Darah Negara.



19 July/Julai 2003

ROYAL JORDANIAN AIRLINES INCREASES PASSENGERS LOAD TO KLIA

Effective 19 July 2003, Royal Jordanian Airlines introduces a new route plying Amman-Bangkok-KLIA. For these operations, Airbus 340 with bigger capacity is used. A welcome reception was organised, led by the former Deputy Transport Minister Y.B. Tan Sri Dato' Seri Ramli Ngah Talib who greeted and presented souvenirs to the disembarking passengers.

ROYAL JORDANIAN AIRLINES TAMBAH MUATAN PENUMPANG KE KLIA

Bermula 19 Julai 2003, Royal Jordanian Airlines memperkenalkan laluan baru Amman-Bangkok-KLIA. Operasi ini menggunakan pesawat Airbus 340 dengan kapasiti yang lebih besar. Timbalan Menteri Pengangkutan ketika itu, Y.B. Tan Sri Dato' Seri Ramli Ngah Talib telah menyambut dan menyampaikan cenderahati kepada para penumpang.



07 August/Ogos 2003

KLIA FIRE EMERGENCY & EVACUATION DRILL

To ensure all agencies are always well prepared in the event of fire and to ensure evacuations are carried out in an orderly and smooth manner, Malaysia Airports conducted a Fire Emergency & Evacuation Drill at the Free Commercial Zone (FCZ) building.

LATIHAN KECEMASAN KEBAKARAN & PENGOSONGAN BANGUNAN

Bagi memastikan semua agensi sentiasa bersedia sekiranya berlaku kebakaran dan memastikan pengosongan bangunan dijalankan dengan teratur dan lancar, Malaysia Airports telah mengadakan Latihan Kecemasan Kebakaran & Pengosongan di bangunan Zon Perdagangan Bebas.





09 August/Ogos 2003

KLIA GRAND SHOPPING BONANZA DINNER

KLIA hosted their Grand Shopping Bonanza Dinner, which was attended by 300 invited guests and members of the media. Highlights included the presentation of Airport Service Excellence Appreciation awards to KLIA's various agencies and a lucky draw which saw a lucky winner take home a Jaguar X-Type 2.5 worth more than RM300,000.

MAKAN MALAM KLIA GRAND SHOPPING BONANZA

KLIA menganjurkan Majlis Makan Malam Grand Shopping Bonanza, yang dihadiri oleh 300 orang tetamu dan wakil media. Acara kemuncak di majlis tersebut termasuk penyampaian anugerah *Airport Service Excellence Appreciation* kepada pelbagai agensi KLIA dan cabutan bertuah yang menyaksikan pemenang bertuah membawa pulang Jaguar X-Type 2.5 berharga lebih daripada RM300,000.

19 August/Ogos 2003

LAT'S EXHIBITION AT KLIA

Renowned cartoonist Dato' Lat showcases his work at KLIA. Y.Bhg. Tan Sri Datuk Dr. Aris Othman launched the exhibition, which was held until 15 September 2003. The objective of the exhibition was to create family activities at KLIA in order to make it a popular family destination.

PAMERAN LAT DI KLIA

Kartunis terkenal Dato' Lat mempamerkan karya beliau di KLIA. Y.Bhg. Tan Sri Datuk Dr. Aris Othman telah melancarkan pameran tersebut, yang telah berlangsung sehingga 15 September 2003. Objektif pameran ini adalah untuk mewujudkan aktiviti keluarga di KLIA untuk menjadikannya destinasi yang popular.

09-10 August/Ogos 2003

KLIA CELEBRATES SHOPPING FIESTA

Let's Fiesta@KLIA shopping carnival, the culmination of its shopping bonanzas was held on 9 and 10 August 2003. It's success further strengthened KLIA's position as a shopping haven for travellers.

FIESTA MEMBELI-BELAH DI KLIA

Acara kemuncak bonanza membeli-belah *Let's Fiesta@KLIA* telah diadakan pada 9 dan 10 Ogos 2003. Kejayaan fiesta tersebut mengukuhkan lagi kedudukan KLIA sebagai syurga membeli-belah untuk para kembara.





26 August/Ogos 2003

KLIA ENGINEERING DIVISION RECEIVES ISO CERTIFICATION

KLIA received another boost when the Engineering Division of Malaysia Airports (Sepang) Sdn. Bhd. received the ISO 9001:2000 certification from SIRIM. MAHB's Managing Director Y.Bhg. Dato' Bashir Ahmad received the certificate from SIRIM president Y.Bhg. Dato' Dr. Mohd Ariffin Hj. Aton.

BAHAGIAN KEJURUTERAAN KLIA MENERIMA PENSIJILAN ISO

KLIA menerima satu lagi pengiktirafan apabila Bahagian Kejuruteraan Malaysia Airports (Sepang) Sdn. Bhd. menerima pensijilan ISO 9001:2000 daripada SIRIM. Pengarah Urusan MAHB, Y.Bhg. Dato' Bashir Ahmad telah menerima sijil tersebut daripada presiden SIRIM Y.Bhg. Dato' Dr. Mohd Ariffin Hj. Aton.

31 August/Ogos 2003

AMBANG MERDEKA CELEBRATION AT KLIA

In conjunction with Merdeka Day, MAHB hosted the Ambang Merdeka celebration, participated by more than 500 staff from 25 agencies operating at KLIA. MAHB's Chairman, Y.Bhg. Tan Sri Datuk Dr. Aris Othman headed the celebration.

SAMBUTAN AMBANG MERDEKA DI KLIA

Sempena dengan Hari Merdeka, MAHB menganjurkan perayaan Ambang Merdeka, yang disertai oleh lebih 500 kakitangan dari 25 agensi yang beroperasi di KLIA. Pengerusi MAHB, Y.Bhg. Tan Sri Datuk Dr. Aris Othman mengetuai sambutan tersebut.



25 September/September 2003

AIR CHINA FLIES INTO KLIA

The Republic of China's largest carrier made its debut at KLIA where passengers were greeted with souvenirs by the former Culture, Arts & Tourism Minister Y.B. Dato' Paduka Abdul Kadir Hj. Sheikh Fadzir. Thereafter, Air China begins operating three flights weekly to KLIA.

AIR CHINA TERBANG KE KLIA

Syarikat penerbangan terbesar Republik Rakyat China memulakan perkhidmatan ke KLIA di mana para penumpang telah disambut dan diberi cenderahati oleh bekas Menteri Kebudayaan, Kesenian & Pelancongan Y.B. Dato' Paduka Abdul Kadir Hj. Sheikh Fadzir. Air China mula mengendalikan tiga penerbangan seminggu ke KLIA.



30 September/September – 05 October/Oktober 2003

LIMA 2003

The Langkawi International Maritime & Aerospace Exhibition 2003 (LIMA) launched by former Prime Minister, Y.A.Bhg. Tun Dr. Mahathir Mohamad, saw the participation of more than 26 countries. MAHB took this opportunity to showcase their service and facilities by organising an exhibition at the airport. MAHB's Managing Director Y.Bhg. Dato' Bashir Ahmad attended the event in show of MAHB support for this international event.

LIMA 2003

Pertunjukan Maritim & Udara Antarabangsa Langkawi 2003 (LIMA) yang dirasmikan oleh bekas Perdana Menteri, Y.A.Bhg. Tun Dr. Mahathir Mohamad, menyaksikan penyertaan lebih daripada 26 negara. MAHB mengambil peluang ini untuk mempamerkan perkhidmatan dan kemudahan yang ditawarkannya. Pengarah Urusan MAHB Y.Bhg. Dato' Bashir Ahmad turut sama menyaksikan dan memberi sokongan MAHB kepada acara antarabangsa ini.

01 October/Oktober 2003

CATHAY PACIFIC ADDS ANOTHER DAILY FLIGHT TO KLIA

Cathay Pacific Airways began flying three times daily between Hong Kong & KLIA. The commencement of the additional flight frequency was officiated by Y.Bhg Tan Sri Datuk Dr. Aris Othman and Cathay Pacific Country Manager for Malaysia & Brunei, Vivian Lo who greeted and presented souvenirs to arriving passengers.

CATHAY PACIFIC TAMBAH PENERBANGAN HARIAN KE KLIA

Cathay Pacific Airways memulakan penerbangan tiga kali sehari antara Hong Kong & KLIA. Permulaan penerbangan tambahan ini telah dirasmikan oleh Y.Bhg. Tan Sri Datuk Dr. Aris Othman dan Pengurus Cathay Pacific untuk Malaysia & Brunei, Vivian Lo yang menyambut dan menyampaikan cenderamata kepada para penumpang yang tiba.



03 October/Oktober 2003

COMMITMENT DECLARATION FOR THE EXECUTION OF HUMAN PERFORMANCE MANAGEMENT

Held at the Pan Pacific Hotel Kuala Lumpur International Airport, this event involved 474 Management staff of MAHB where the group pledged to implement and execute the competency-based Human Performance Management effectively.

PERISYTIHARAN KOMITMEN UNTUK PELAKSANAAN PENGURUSAN PRESTASI TENAGA KERJA

Acara yang berlangsung di Pan Pacific Hotel Kuala Lumpur International Airport yang melibatkan 474 kakitangan pengurusan MAHB di mana kumpulan tersebut berikrar akan melaksana dan menguatkuasakan Pengurusan Prestasi Sumber Manusia berasaskan kompetensi dengan berkesan.





03 October/Oktober 2003

LAUNCHING OF HR PORTAL

myairportshr4u.com.my, an online portal providing Human Resource related information, was launched for the benefit of the Group's employees.

PELANCARAN PORTAL HR

myairportshr4u.com.my sebuah portal berkaitan Sumber Manusia, telah dilancarkan untuk manfaat semua kakitangan Kumpulan.



10-12 October/Oktober 2003

SEPANG CIRCUIT HOSTS MARLBORO MALAYSIAN MOTORCYCLE GRAND PRIX 2003

Sepang International Circuit hosted the Marlboro Malaysian Motorcycle Grand Prix 2003 for the 4th consecutive year. More than 30,000 spectators witnessed the event along with millions of TV viewers from all over the world watching live.

LITAR SEPANG ANJURKAN MARLBORO MALAYSIAN MOTORCYCLE GRAND PRIX 2003

Litar Antarabangsa Sepang telah menganjurkan *Marlboro Malaysian Motorcycle Grand Prix 2003* untuk tahun ke-4 berturut-turut. Perlumbaan tersebut disaksikan oleh lebih 30,000 penonton di litar serta berjuta-juta penonton lain yang menyaksikan secara langsung di kaca TV di seluruh dunia.

19 October/Oktober 2003

AIRCRAFT CRASH TRAINING AT KUALA TERENGGANU AIRPORT

This exercise is to remind Kuala Terengganu Airport staff of their respective duties should such an incident occur and to ensure that all agencies operating at the airport and external agencies such as the police and fire department co-ordinate smoothly.

LATIHAN PESAWAT TERHEMPAS DI LAPANGAN TERBANG KUALA TERENGGANU

Latihan ini bertujuan untuk sentiasa mengingatkan kakitangan Lapangan Terbang Kuala Terengganu tentang tanggungjawab masing-masing jika sebarang kemalangan berlaku dan untuk memastikan semua agensi yang beroperasi di lapangan terbang tersebut serta agensi-agensi luar seperti polis dan jabatan bomba bertindak dengan pantas.

20 October/Oktober 2003

MAHB HOSTS THE FIRST NEW ROUTE ASIA 2003

Delegates from 150 international airports and airlines attended the first ever New Route Asia 2003 Forum, held at the Pan Pacific Hotel Kuala Lumpur International Airport from 19 to 21 October 2003. The Ministry of Transport, Ministry of Culture, Arts & Tourism, MAHB and Malaysia Airlines jointly made the event possible.

MAHB MENJADI TUAN RUMAH NEW ROUTE ASIA 2003 YANG PERTAMA

Delegasi daripada 150 lapangan terbang dan syarikat penerbangan menghadiri *New Route Asia 2003* yang berlangsung di Pan Pacific Hotel Kuala Lumpur International Airport dari 19 hingga 21 Oktober 2003. Acara tersebut diadakan dengan kerjasama Kementerian Pengangkutan, Kementerian Kebudayaan, Kesenian & Pelancongan, MAHB dan Malaysia Airlines.





20-21 October/Oktober 2003

KUANTAN AIRPORT HOSTS THE 'KAMU. AKU. SEIRING.' CARNIVAL

Organised by the National Unity & Social Development Ministry, the Kamu. Aku. Seiring was held at the Kuantan Airport field. The two day carnival featured activities such as a Pantomime show, performances by local artists, a fireworks display and traditional sports.

LAPANGAN TERBANG KUANTAN ANJURKAN KARNIVAL "KAMU. AKU. SEIRING"

Kementerian Perpaduan Negara & Pembangunan Sosial telah menganjurkan karnival Kamu. Aku. Seiring di padang Lapangan Terbang Kuantan. Karnival dua hari ini turut menampilkan pelbagai aktiviti seperti persembahan Pantomin, persembahan oleh artis tempatan, pertunjukan bunga api dan sukan tradisional.

26 October/Oktober 2003

PHILIPPINE AIRLINES MAKES DEBUT AT KLIA

Philippine Airlines, the national carrier of Philippines made its debut at KLIA greeted by former Deputy Minister of Transport Y.B. Tan Sri Dato' Seri Ramli Ngah Talib. Philippine Airlines operates four flights weekly to and from KLIA.

PHILIPPINE AIRLINES MEMBUAT PENDARATAN SULUNG KE KLIA

Philippine Airlines, syarikat penerbangan kebangsaan Filipina membuat pendaratan pertama di KLIA dan ketibaannya disambut oleh bekas Timbalan Menteri Pengangkutan Y.B. Tan Sri Dato' Seri Ramli Ngah Talib. Philippine Airlines mengendalikan empat penerbangan setiap minggu ke dan dari KLIA.



30 October/Oktober 2003

TAHLIL & BREAKING OF FAST CEREMONY IN CONJUNCTION WITH MAHB'S 11TH ANNIVERSARY

Held at the Sultan Abdul Samad Mosque KLIA, this ceremony was to usher in the holy Ramadhan month and also to celebrate MAHB's 11th anniversary. MAHB's Chairman Tan Sri Datuk Dr. Aris Othman along with the general managers of MAHB and its subsidiaries attended the ceremony. Staff from MAHB Headquarters and Malaysia Airports (Sepang) also joined in for a memorable celebration.

MAJLIS TAHLIL & BERBUKA PUASA SEMPENA ULANG TAHUN KE-11

Majlis ini diadakan di Masjid Sultan Abdul Samad, KLIA bersempena bulan Ramadhan dan juga untuk meraikan ulangtahun MAHB ke-11. Tan Sri Datuk Dr. Aris Othman, Pengerusi MAHB dan para pengurus besar MAHB dan subsidiarinya serta kakitangan Ibu Pejabat MAHB dan Malaysia Airports (Sepang) turut menyertai sambutan yang sungguh bermakna ini.



01 November/November 2003

DISPOSAL OF SULTAN ISMAIL AIRPORT, SENAI, JOHOR DARUL TAKZIM

MAHB completed the disposal of Sultan Ismail Airport, Senai, Johor Darul Takzim to Senai Airport Terminal Services Sdn. Bhd. for a cash consideration of RM80 million.

PELUPUSAN LAPANGAN TERBANG SULTAN ISMAIL, SENAI, JOHOR DARUL TAKZIM

MAHB telah melupuskan Lapangan Terbang Sultan Ismail, Senai, Johor Darul Takzim kepada Senai Airport Terminal Services Sdn. Bhd. dengan harga tunai sebanyak RM80 juta.



21 December/Disember 2003

MAHB CELEBRATES HARI RAYA WITH ORPHANS

An Aidil Fitri celebration with orphans was held at the Pan Pacific Hotel Kuala Lumpur International Airport. It was part of MAHB's efforts to encourage social interaction and welfare contribution towards the less fortunate. MAHB's Chairman, Y.Bhg. Tan Sri Datuk Dr. Aris Othman and his wife, Y.Bhg. Puan Sri Sherina Aris also presented the children with "duit raya".

MAHB MENYAMBUUT HARI RAYA BERSAMA ANAK-ANAK YATIM

Satu majlis sambutan Hari Raya Aidil Fitri untuk Anak-anak Yatim telah diadakan di Pan Pacific Hotel Kuala Lumpur International Airport. Ia merupakan sebahagian daripada usaha MAHB untuk menggalakkan interaksi sosial dan sumbangan kebajikan kepada mereka yang kurang bernasib baik. Pengerusi MAHB, Y.Bhg. Tan Sri Datuk Dr. Aris Othman dan isteri, Y.Bhg. Puan Sri Sherina Aris turut menyampaikan hadiah dan duit Raya kepada kanak-kanak tersebut.





awards won in 2003

anugerah-anugerah yang dimenangi dalam tahun 2003

KLIA is among **top five airports** in the world in terms of overall passenger satisfaction in a survey by **International Air Transport Association (IATA) Global Airport Monitor**. Dubai, Singapore, Hong Kong and Copenhagen Airport were ranked top four followed by KLIA.

KLIA merupakan antara **lima lapangan terbang terbaik** di dunia dari segi kepuasan penumpang keseluruhan berdasarkan kaji selidik oleh **International Air Transport Association (IATA) Global Airport Monitor**. Lapangan Terbang Dubai, Singapura, Hong Kong dan Copenhagen menduduki empat tempat teratas diikuti oleh KLIA.

KLIA is among the **top ten airports** in the **2003 Airport of the Year** survey organised by **Skytrax Research**, a British based air travel industry research company.

KLIA merupakan antara **sepuluh lapangan terbang terbaik** dalam kaji selidik **Lapangan Terbang Terbaik Tahun 2003** oleh **Skytrax Research**, sebuah syarikat penyelidikan industri kembara udara yang berpangkalan di Britain.

KLIA is **runner up for "Best Airport"** in the world (15-25 mppa) and Asia Pacific region (less than 25 mppa) categories in the **Airport World Global Service Excellence Award**.

KLIA dipilih sebagai **"Lapangan Terbang" kedua terbaik** di dunia bagi kategori (15-25 juta penumpang setahun) dan rantau Asia Pasifik (kurang daripada 25 juta penumpang setahun) dalam **Airport World Global Service Excellence Award**.



KLIA selected **second runner-up** in the **"Favourite Airport"** Category for the **3rd annual TIME Readers' Travel Choice Awards survey**.

KLIA dipilih menduduki **tempat ketiga** bagi kategori **"Lapangan Terbang Pilihan"** dalam kaji selidik tahunan ke-3 **TIME Readers' Travel Choice Awards**.



KLIA voted **"Best Emerging Airport"** in Asia in the category for handling less than 500,000 tonnes of cargo annually at the **Asian Freight & Chain Supply Awards 2003 (AFSCAs)**.

KLIA dipilih sebagai **"Lapangan Terbang Baru Terbaik"** di Asia bagi kategori pengendalian kurang daripada 500,000 tan kargo setahun di **Asian Freight & Chain Supply Awards 2003 (AFSCAs)**.

KLIA is **second for the "Best Airport Category"** in the **Conde Nast Readers' Travel Award 2003**. KLIA is also the **"Best"** in the **Cleanliness and Design/Layout categories**.

KLIA menduduki **tempat kedua** bagi **"Kategori Lapangan Terbang"** dalam **Conde Nast Readers' Travel Award 2003**. Bagi kategori **Kebersihan dan Rekabentuk/Pelan**, KLIA merupakan yang **"Terbaik"**.

KLIA received a **special “Airport Marketing Award”** in recognition of consistent marketing activities during SARS period at the **9th World Route Development Forum**, in Edinburgh, Scotland.

KLIA menerima **“Anugerah Khas Pemasaran Lapangan Terbang”** di **9th World Route Development Forum** di Edinburgh, Scotland sebagai mengiktiraf aktiviti pemasaran yang berterusan ketika wabak SARS berleluasa.



KLIA is the **third best airport in the world** in the **Asia Pacific Readers’ Poll 2003** organised by Business Traveller Asia Pacific magazine.

KLIA dipilih sebagai **lapangan terbang ketiga terbaik di dunia** dalam **Asia Pacific Reader’s Poll 2003** anjuran majalah Business Traveller Asia Pacific.



MAHB awarded **top three airport authorities** in Asia Pacific Region in the **“Most Supportive Approach to Travel Retail”** at the **Annual Raven Fox Travel – Retail Excellence Award 2003** in Cannes, France.

MAHB diberi anugerah sebagai antara **tiga pihak pengurusan lapangan terbang** yang terbaik di Rantau Asia Pasifik bagi kategori **“Most Supportive Approach to Travel Retail”** di **Annual Raven Fox Travel – Retail Excellence Award 2003** di Cannes, Perancis.



Y.Bhg. Dato’ Bashir Ahmad receiving the special Airport Marketing Award from His Royal Highness the Duke of York.

Y.Bhg. Dato’ Bashir Ahmad menerima Anugerah Khas Pemasaran Lapangan Terbang dari His Royal Highness the Duke of York.



The Pan Pacific Hotel Kuala Lumpur International Airport been awarded **“Best Airport Hotel in Asia 2003”** by **Business Asia magazine and CNBC Asia**.

Pan Pacific Hotel Kuala Lumpur International Airport dianugerahkan **“Hotel Lapangan Terbang Terbaik”** di Asia 2003 oleh **Majalah Business Asia dan CNBC Asia**.

SAFE

SAFER

SAFEST

WE ALL WANT TO FEEL SAFE.
ESPECIALLY WHEN WE TRAVEL.

OUR CUSTOMERS CERTAINLY
FEEL SAFER IN OUR AIRPORTS.

MAYBE THAT'S WHY
THEY ARE RELUCTANT
TO LEAVE OUR AIRPORTS.