



Photo: Frank Seifert

Success story

Store Checks

at Frankfurt Airport

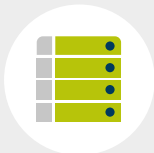
Frankfurt Airport Retail has developed into one of the most successful business segments of Fraport AG. Various market places – integrated into the superior architecture of the airport – are situated in central locations along the walkways, before and after the security checks. Fraport is only looking for first class tenant partners with expertise in the fields of retail or gastronomy

and will invite only those to competition procedures. In order to meet the high requirements, Fraport AG introduced a continuous quality management including, among other things, regular store checks. Since 2013, the store checks have been carried out using the mobile survey software mQuest®.

- Project start: January 2013
- Approximately 100 checks per month in stores at Frankfurt Airport
- Daily upload via Wi-Fi and mobile network

- Collection of data on 15–60 quality criteria per category
- Reports on shop-, operator- or divisional level for example in the categories food & beverage, duty free and fashion. Comparison with a defined period and /or agreed minimum values.

Services



Hosting



Support



Report generation



Creation of questionnaires

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With mQuest® we can carry out the store checks in an efficient and structured way. The reports are available at a single click, saving an enormous amount of time during the preparation of talks to tenants.

Tanja Bergmannshoff,
Head of Centermanagement, Fraport AG

Further information at
www.fraport.de

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www.mQuest.eu