

# Media Release

## Airports Council International announces 2015 Airport Service Quality Award winners

**– Expanded categories and winners’ lists underscore the growth of the programme and the increasing importance of customer service for airports worldwide –**

**Montreal, 29 February 2016** – Airports Council International (ACI) today announced the winners of the 2015 Airport Service Quality (ASQ) Awards. The world’s premier passenger service benchmarking programme for airports, ASQ delivered over 550,000 in-depth passenger surveys at over 300 airports across more than 80 countries worldwide last year. The 2015 results represent the world’s best in class airports where improving the customer experience is concerned—appraised by passengers while they are traveling and the experience is fresh in their minds.

Given the growth of the ASQ programme, the 2015 results have been expanded to include a new category (Best Airport by Size and Region<sup>1</sup>) and more robust winners’ lists (several airports have tied in their respective categories<sup>2</sup>). Furthermore, new Top Airports by Region lists are now available on the [ASQ website](#). These enhancements effectively highlight the high proportion of worldwide airports—both large and small, from developing and developed countries—that are focusing on customer service as a means of fostering traveler loyalty in an increasingly competitive environment.

“Airports’ increasing concentration on ensuring a stellar passenger experience is part of a larger trend,” noted Angela Gittens, Director General, ACI World. “Airports have evolved into complex, customer-focused businesses in their own right that in many cases are in competition with each other for passenger traffic. From duty free and restaurants to ambience, cleanliness, courtesy of staff, amenities, efficiency and more, air travelers are expecting big things from the airports through which they travel. More than anything, ASQ is a way for participants to measure the extent to which they deliver on these expectations.”

The world’s top airports for passenger service in 2015, as chosen by the world’s travelers, are:

### Best Airport by Region (over 2 million passengers per year)

#### Africa

| First place | Second place (tie)  | Third place  |
|-------------|---------------------|--------------|
| Mauritius   | Cape Town<br>Durban | Johannesburg |

<sup>1</sup> The Best Airport by Size and Region category is only applicable to size categories that contain a minimum five qualifying airports.

<sup>2</sup> ASQ has statistically validated the winners to ensure accuracy; as such, a tie indicates that no statistical difference has been found between the scores of two or more airports.

## Best Airport by Region (over 2 million passengers per year) cont'd

### Asia-Pacific

| <b>First place (tie)</b>   | <b>Second place (tie)</b>  | <b>Third place (tie)</b>                             |
|----------------------------|--|--|
| Seoul Incheon<br>Singapore | Beijing<br>Mumbai<br>New Delhi<br>Sanya Phoenix<br>Shanghai Pudong | Guangzhou Baiyun<br>Taiwan Taoyuan<br>Tianjin Binhai |

### Europe

| <b>First place (tie)</b>                | <b>Second place (tie)</b>           | <b>Third place (tie)</b>                                     |
|---|-------------------------------------|--|
| Moscow Sheremetyevo<br>Pulkovo<br>Sochi | Dublin<br>Malta<br>Prague<br>Zurich | Copenhagen<br>Keflavik<br>London Heathrow<br>Porto<br>Vienna |

### Middle East

| <b>First place</b> | <b>Second place (tie)</b> | <b>Third place (tie)</b>    |
|--------------------|---------------------------|-----------------------------|
| Amman              | Abu Dhabi<br>Doha         | Dammam<br>Dubai<br>Tel Aviv |

### North America

| <b>First place</b> | <b>Second place (tie)</b>  | <b>Third place (tie)</b>   |
|--------------------|--|--|
| Indianapolis       | Dallas Love Field<br>Grand Rapids<br>Jacksonville<br>Ottawa<br>Tampa | Austin<br>Detroit<br>Sacramento<br>San Antonio<br>Toronto Billy Bishop |

### Latin America-Caribbean

| <b>First place</b> | <b>Second place</b> | <b>Third place</b> |
|--------------------|---------------------|--------------------|
| Guayaquil          | Quito               | Punta Cana         |

### Best Airport by Size

#### 2–5 million passengers per year

| First place | Second place | Third place |
|-------------|--------------|-------------|
| Jaipur      | Lucknow      | Guayaquil   |

#### 5–15 million passengers per year

| First place   | Second place   | Third place |
|---------------|----------------|-------------|
| Sanya Phoenix | Tianjin Binhai | Hyderabad   |

#### 15–25 million passengers per year

| First place | Second place | Third place |
|-------------|--------------|-------------|
| Seoul Gimpo | Wuhan        | Denpasar    |

#### 25–40 million passengers per year

| First place (tie)   | Second place   | Third place       |
|---------------------|----------------|-------------------|
| Mumbai<br>New Delhi | Taiwan Taoyuan | Shanghai Hongqiao |

#### Over 40 million passengers per year

| First place (tie)          | Second place (tie)         | Third place      |
|----------------------------|----------------------------|------------------|
| Seoul Incheon<br>Singapore | Beijing<br>Shanghai Pudong | Guangzhou Baiyun |

### Best Airport by Region (under 2 million passengers per year)

|                                  |  |
|----------------------------------|--|
| <b>Africa</b><br>Upington        | <b>Europe</b><br>Skopje                    |
| <b>North America</b><br>Portland | <b>Latin America-Caribbean</b><br>Culiacan |

### Best Airport by Size and Region (new category)

|   |  |
|---|--|
| <b>Asia-Pacific</b><br>2–5 million passengers per year<br>5–15 million passengers per year<br>15–25 million passengers per year<br>25–40 million passengers per year<br>Over 40 million passengers per year | Jaipur<br>Sanya Phoenix<br>Seoul Gimpo<br>New Delhi<br>Seoul Incheon |
| <b>Europe</b><br>2–5 million passengers per year<br>5–15 million passengers per year<br>15–25 million passengers per year<br>25–40 million passengers per year<br>Over 40 million passengers per year       | Sochi<br>Pulkovo<br>Dublin<br>Moscow Sheremetyevo<br>London Heathrow |
| <b>North America</b><br>2–5 million passengers per year<br>5–15 million passengers per year   | Grand Rapids<br>Indianapolis   |

### Most Improved Airport

|  |                                   |
|--|-----------------------------------|
| <b>Africa</b><br>Nairobi                   | <b>Asia-Pacific</b><br>Denpasar   |
| <b>Europe</b><br>Istanbul                  | <b>Middle East</b><br>Dammam      |
| <b>Latin America-Caribbean</b><br>Kingston | <b>North America</b><br>Saskatoon |

### Notes for editors

1. Airports Council International (ACI), the trade association of the world's airports, was founded in 1991 with the objective of fostering cooperation among its member airports and other partners in world aviation, including the International Civil Aviation Organization, the International Air Transport Association and the Civil Air Navigation Services Organisation. In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring a global air transport system that is safe, secure, efficient and environmentally sustainable.

2. The ASQ Survey covers 34 key service areas and includes 8 major categories such as access, check-in, security, airport facilities, food and beverage, retail and more. All participating airports use the same survey questions, creating an industry standard set of responses that allows participants to track and analyze their performance, as well as benchmark results against airports across the globe. All participating airports can view the ASQ survey results of all other participating airports on a confidential basis.

Benchmarking allows participants to compare their airport's performance against industry best practices. Through the use of key performance indicators, participants see where their airport under—and over—performs; where improvements are required; and where investment is most likely to deliver the biggest return.

Benchmarking offers a broad range of benefits, allowing participants to:

- get an independent perspective on performance;
- identify areas of opportunity;
- understand passengers' needs, priorities and expectations;
- prioritize improvement opportunities;
- set and monitor performance expectations; and
- manage change effectively.

For more information on ASQ, please visit <http://www.aci.aero/Airport-Service-Quality/ASQ-Home>. To view details of the 2015 ASQ results, please visit <http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/Current-Winners>.

3. The awards ceremony for the 2015 ASQ top performers will take place at the [2016 ACI Asia-Pacific Regional Assembly in Gold Coast, Australia](#).

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