

Media Release

Airport Service Quality Awards 2007

GENEVA, 25 February 2008 – Airports Council International (ACI) today announced the top performing airports in the Airport Service Quality Survey. The ASQ rankings are based on the results from nearly 200,000 questionnaires completed by passengers in 2007. The survey captures the passenger's immediate appraisal of 34 airport service factors, from check-in through to departure at the gate.

For the third year in a row, Asia Pacific airports garnered the three top positions in the 'worldwide' category, with Seoul's Incheon International Airport coming in first, Kuala Lumpur International Airport second and Singapore Changi in third place. The official awards ceremony will be held 1 April at a gala dinner which will be held at the two-day ACI conference on customer service and facilitation in Shanghai this year.

First place regional awards have gone to Oporto in Europe, Dallas Fort Worth in North America, Johannesburg in Africa, Guayaquil in Latin America & Caribbean, Tel Aviv in the Middle East and Incheon in Asia-Pacific. In the five annual-passenger traffic size categories, top honours were taken by Halifax (fewer than 5 million), Central Japan (5 to 15 million), Kuala Lumpur (15-25 million), Seoul Incheon (25 – 40 million) and Hong Kong (over 40 million). [A full listing for all categories can be found at the end of this release]

Programme director Craig Bradbrook comments, "Service quality should never be viewed as a 'nice to have' feature in managing airport services, but as a key discipline in the airport management process. We see a high correlation between management commitment to service and passenger satisfaction."

Commenting on the Asia Pacific performance sweep, Bradbrook explains, "At Incheon, the management team takes pride in delivering quality airport service and sees it as being part of the overall tourism value chain – good for their airport and their nation. That means that the commitment is given very high priority politically as well as operationally by the airport.

"In Kuala Lumpur, the management team has pursued a 'world class service' objective firmly supported by a strategy that puts service quality first and that has dovetailed with Malaysia's 'Visit Malaysia 2007' tourism campaign.

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“And the third place winner Singapore has pursued a determined objective for 20 years, working hard to build a reputation that has become synonymous with excellence and regularly introducing new services to better serve their passengers. These are key factors that ensure year on year top performance levels.”

Each airport faces specific challenges in improving their service delivery, and regional business parameters as well as size can play a role in customer expectations and how airport performance is perceived. That is why ASQ analyses the customer feedback by regional and size categories. Additional categories include ‘best domestic airport’ where Halifax, Austin and Ottawa took top honours this year and ‘best improvement over previous year’ which was awarded to Aberdeen.

Three airports - Southampton, Incheon and Halifax - were given the ‘airport people award’. Each winner has developed a strong customer service culture across the entire airport community, which has been rated by passengers as having the most courteous and helpful airport, airline and security staff.

Robert J Aaronson, ACI Director General will present two special recognition awards this year. Mr Wu Nianzu, Chairman of Shanghai Airport Authority, will be recognised for his strong leadership in modernising and expanding the airports under his direction. The Civil Aviation Authority of Singapore and the Singapore Changi airport will be honoured for outstanding leadership in airport business for the past 20 years. Aaronson says, “It is a my privilege to recognise the dedication of forward looking individuals and organisations who are paving the way for airport excellence in times of growth and change. They are models for our industry, and we wish to specially acknowledge their leadership, innovation and commitment to quality in airport service delivery.”

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Notes to editors:

- Only participants that have been in the programme for a full year are eligible for the annual ASQ awards. In 2007, 90 airports took part in all quarterly surveys; 112 will qualify for participation in 2008.
- The survey questionnaire is administered on-site at the departure gate when the full airport experience is still fresh in the passenger’s mind. For full information, please visit the programme website at www.airportservicequality.aero.
- Survey results are treated on a confidential basis. The aim of the programme is to allow airports to plan improvements and benchmark their customer services against other airports. It is fair to say that all airports involved in the programme have placed a high priority on customer service, simply by being part of the programme.
- Airports Council International – the ‘voice of the world’s airports’ – is the only global trade representative of airports. The 580 members operate 1647 airports in 175 countries and territories, representing 96% of the world’s airport traffic.

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ACI 2007 Airport Service Quality Awards

BEST AIRPORTS WORLDWIDE

1) Incheon, South Korea 2) Kuala Lumpur, Malaysia 3) Singapore 4) Hong Kong 5) Central Japan (NGO)

BEST AIRPORT BY REGION

Africa

1) Johannesburg, South Africa
2) Cape Town, South Africa
3) Durban, South Africa
4) Nairobi, Kenya

Asia-Pacific

1) Incheon, South Korea
2) Kuala Lumpur, Malaysia
3) Singapore
4) Hong Kong
5) Central Japan (NGO)

Europe

1) Oporto, Portugal
2) Zurich, Switzerland
3=) Helsinki, Finland
3=) Munich, Germany
5) Southampton, UK

Latin America & Caribbean

1) Guayaquil, Ecuador
2) San José, Costa Rica
3) Mexico City, Mexico
4) Port of Spain, Trinidad & Tobago
5) Curaçao, Antilles

Middle East

1) Tel Aviv, Israel
2) Doha, Qatar
3) Abu Dhabi, UAE
4) Muscat, Oman

North America

1) Dallas Fort Worth, USA
2) Halifax, Canada
3) Ottawa, Canada
4) San Diego, USA
5) Detroit Metropolitan, USA

BEST AIRPORT BY SIZE OF AIRPORT

fewer than 5 million passengers

1) Halifax, Canada
2) Ottawa, Canada
3) Guayaquil, Ecuador
4) Porto, Portugal
5) Cairns, Australia

5 – 15 million passengers

1) Central Japan (NGO)
2) Tel Aviv, Israel
3) Auckland, New Zealand
4) Christchurch, New Zealand
5) Adelaide, Australia

15 – 25 million passengers

1) Kuala Lumpur, Malaysia
2) San Diego, USA
3) Zurich, Switzerland
4) Vancouver, Canada
5) Melbourne, Australia

25 – 40 million passengers

1) Incheon, South Korea
2) Singapore
3) Detroit Metropolitan, USA
4) Minneapolis St. Paul, USA
5) Munich, Germany

over 40 million

1) Hong Kong
2) Dallas Fort Worth, USA
3) Denver, USA
4) Houston George Bush, USA
5) Amsterdam, Netherlands

BEST DOMESTIC AIRPORT

1) Halifax, Canada
2) Austin, USA
3) Ottawa, Canada

AIRPORT PEOPLE AWARDS

Europe: Southampton, UK
Asia-Pacific: Incheon, South Korea
North America: Halifax, Canada

DG'S SPECIAL RECOGNITION AWARDS

- Mr Wu Nianzu, Chairman, Shanghai Airport Authority
- CAA of Singapore & Singapore Changi Airport

BEST IMPROVEMENT

Aberdeen, UK