

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 Region¹) and more robust winners’ lists (several airports have tied in their respective categories²). 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 Durban	Johannesburg

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

² 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

First place (tie)	Second place (tie)	Third place (tie)
Seoul Incheon Singapore	Beijing Mumbai New Delhi Sanya Phoenix Shanghai Pudong	Guangzhou Baiyun Taiwan Taoyuan Tianjin Binhai

Europe

First place (tie)	Second place (tie)	Third place (tie)
Moscow Sheremetyevo Pulkovo Sochi	Dublin Malta Prague Zurich	Copenhagen Keflavik London Heathrow Porto Vienna

Middle East

First place	Second place (tie)	Third place (tie)
Amman	Abu Dhabi Doha	Dammam Dubai Tel Aviv

North America

First place	Second place (tie)	Third place (tie)
Indianapolis	Dallas Love Field Grand Rapids Jacksonville Ottawa Tampa	Austin Detroit Sacramento San Antonio Toronto Billy Bishop

Latin America-Caribbean

First place	Second place	Third place
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 New Delhi	Taiwan Taoyuan	Shanghai Hongqiao

Over 40 million passengers per year

First place (tie)	Second place (tie)	Third place
Seoul Incheon Singapore	Beijing Shanghai Pudong	Guangzhou Baiyun

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

Africa Upington	Europe Skopje
North America Portland	Latin America-Caribbean Culiacan

Best Airport by Size and Region (new category)

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

Most Improved Airport

Africa Nairobi	Asia-Pacific Denpasar
Europe Istanbul	Middle East Dammam
Latin America-Caribbean Kingston	North America 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](#).

Media contact

Ryan White
Manager, Communications
ACI World
Telephone: +1 514 373 1226
Email: rwhite@aci.aero

- ENDS -