Media Release

ACI announces recipients of the 2014 ASQ Awards

– Excellence in passenger service takes centre stage with the announcement of the airports that raised passenger satisfaction to the next level in 2014 –

Montreal, 16 February 2015 – Airports Council International (ACI) is pleased to announce the recipients of the prestigious 2014 Airport Service Quality (ASQ) Awards. As the industry's most comprehensive passenger service benchmarking tool, the ACI ASQ Survey has reliably captured passengers' immediate appraisal from check-in through departure at the gate at more than 300 airports worldwide. These awards represent passengers' views on 34 key service indicators and are an objective and accurate indicator of the top worldwide performing airports with regard to passenger service.

"Airports are more than simply points of departure and arrival," said Angela Gittens, Director General, ACI World. "They are complex businesses in their own right. As such, a focus on serving the passenger has become increasingly important to ensuring success. In the fast-changing landscape of worldwide aviation, ASQ is the key to understanding how to increase passenger satisfaction and improve business performance.

"At the end of the day, good business acumen comes down to a simple equation: better service, improved traffic and a healthier bottom line," Gittens added.

The ASQ Awards are presented in four categories: Best Airport by Region, Best Airport by Size, Best Small Airport and Best Improvement.

"I see many airports on the 2014 top performers list that have made the cut year in and year out," Gittens said. "It's particularly satisfying to know that the benefits of the ASQ programme are long-term and far-reaching. Likewise, there are a number of new faces, effectively proving that ASQ has something to offer every airport, whether well-versed in passenger satisfaction or just beginning the journey toward customer service excellence."

The following airports represent the best in class for their respective ASQ categories:

Best Airport by Region (first place)

Mauritius (Africa), Seoul Incheon (Asia-Pacific), Keflavik (Europe), Guayaquil (Latin America-Caribbean), Amman (Middle East), Indianapolis (North America)

Best Airport by Size* (first place)

Guayaquil (2–5 million), Haikou (5–15 million), Seoul Gimpo (15–25 million), New Delhi (25–40 million), Seoul Incheon (over 40 million)

* Passengers per year

Best Small Airport* by Region (first place)

Upington (Africa), Langkawi (Asia-Pacific), Murcia (Europe), Culiacan (Latin America-Caribbean), Victoria (North America)

* Fewer than 2 million passengers per year

Best Improvement by Region (first place)

Mauritius (Africa), Kolkata (Asia-Pacific), St. Petersburg (Europe), Santo Domingo (Latin America-Caribbean), San Antonio (North America)

The top ASQ performers for 2014 are as follows:

Best Airport by Region

Africa	Asia-Pacific	Europe
1. Mauritius 2. Durban 3. Cape Town 4. Johannesburg 5. Nairobi	1. Seoul Incheon 2. Singapore 3. Beijing 4. Haikou 5. New Delhi	1. Keflavik 2. Moscow Sheremetyevo 3. Porto 4. Malta 5. Zurich
Latin America-Caribbean	**Middle East**	**North America**
1. Guayaquil 2. Quito 3. Cancun 4. Nassau 5. Santo Domingo	1. Amman 2. Abu Dhabi 3. Tel Aviv 4. Doha 5. Dubai	1. Indianapolis 2. Tampa 3. Jacksonville 4. Sacramento 5. Ottawa

Best Airport by Region (fewer than 2 million passengers per year)

Africa	Asia-Pacific
Upington	Langkawi
Europe	**Latin America-Caribbean**
Murcia	Culiacan
North America	
Victoria	

Best Airport by Size

2–5 million passengers	5–15 million passengers
1. Guayaquil 2. Mauritius 3. Ottawa 4. Nassau 5. Ahmedabad	1. Haikou 2. Sanya 3. Hyderabad 4. Tianjin 5. Changchun
15–25 million passengers 1. Seoul Gimpo 2. Wuhan 3. Hangzhou 4. Cancun 5. Tampa	**25–40 million passengers** 1. New Delhi 2. Taipei Taoyuan 3. Chongqing 4. Shanghai Hongqiao 5. Mumbai
Over 40 million passengers 1. Seoul Incheon 2. Singapore 3. Beijing 4. Shanghai Pudong 5. Hong Kong	

Best improvement

Africa	Asia-Pacific	Europe
Mauritius	Kolkata	St. Petersburg
Latin America-Caribbean	**Middle East**	**North America**
Santo Domingo	Amman	San Antonio

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 about ASQ, please visit http://www.aci.aero/Airport-Service-Quality/ASQ-Home. To view details of the 2014 ASQ results, please visit http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/Current-Winners.

3. The awards ceremony for the 2014 ASQ top performers will take place at the 2015 ACI Asia-Pacific Regional Assembly at Dead Sea, Jordan.

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