

ACI reveals world's top airports for customer experience



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Airports Council International (ACI) World has revealed the winners of its world-renowned Airport Service Quality Awards, which recognize those airports around the world that deliver the best customer experience in the opinion of passengers.

Kempegowda International Airport, Bangalore, India, has won the first ever ASQ Arrivals Award, based on the new Arrivals Survey. It is the first airport in the world to win both a Departures and an Arrivals award.

Perennial winners from around the world include Indianapolis, Beijing Capital, Singapore Changi, Toronto Pearson, Aeroporto di Roma - Fiumicino, Mumbai's Chhatrapati Shivaji, Delhi's, Indira Gandhi International, Shanghai Pudong, and Moscow Sheremetyevo.

This year, a number of airports have won their first ASQ Award, including Ramón Villeda Morales in Honduras, as well as Dublin, Oslo, Helsinki, Southampton, Bristol, and London City airports.

Spain's Almería, Girona, Melilla, Zaragoza, and Alicante-Elche are also first time winners.

Fort McMurray in Canada and Muscat in Oman are also newcomers to the ASQ Awards, while several top-performing previous winners have again featured prominently.

“The Airport Service Quality Awards celebrate the achievements of airports in delivering the best customer experience, and they represent the highest possible accolade for airport operators around the world,” said ACI World Director General Angela Gittens.

“In both the traditional and new categories, these airports have responded to the evolving needs of passengers to deliver higher levels of service and an award-winning performance.

“Airports have recognized that delivering a better customer experience is an important business tool in an increasingly competitive industry. ACI's ASQ is the only globally-established program that

provides objective measurement and benchmarking for airports to help drive their performance.”

The winning airports will come together at the ASQ Awards Ceremony, which will be held during the second ACI Customer Experience Global Summit, taking place in Bali, Indonesia in September.

The ASQ Departures program measures passengers’ satisfaction across 34 key performance indicators. Three quarters of the world’s 100 busiest airports are part of the ASQ program. In 2018, more than half of the world’s 8.3 billion travellers passed through an ASQ airport.