ACI Media Releases

Airports Council International announces winners of the 2016 Airport Service Quality Awards - Mar 06, 2017

Airports Council International announces winners of the 2016 Airport Service Quality Awards

Montreal, 6 March 2017 –   Airports Council International (ACI) World today announces the winners of the 2016 Airport Service Quality (ASQ) Awards. Airports large and small from around the globe demonstrate airports' commitment to providing an excellent customer experience.

"I am delighted that as we celebrate the 10th anniversary of helping airports understand how best to serve their customers with the ASQ Programme, we see our largest group of winners ever," said Angela Gittens, Director General, ACI World. "These airports have dedicated themselves to delivering a stellar customer experience. Promoting a culture of continuous service improvement has become a matter of gaining competitive advantage and optimising non-aeronautical revenue performance. ACI proudly recognizes these accomplishments and we look forward to seeking more effective, efficient and profitable ways of serving the flying public together."

ASQ is the only worldwide programme to survey passengers at the airport on their day of travel. Every year, the Programme delivers some 600,000 individual surveys in 41 languages in 84 countries. It measures passengers' views of 34 key performance indicators, including airport access, check-in, security screening, restrooms, stores and restaurants. Each airport uses the exact same survey, creating an industry database that allows airports to compare themselves to other airports around the world. The ASQ Programme also has a feature that facilitates sharing of best practices among airport operators.

The ASQ Awards are presented to those airports whose customers have rated them the highest over the course of the year. The categories have been designated to recognize the achievements of airports of different sizes and in different regions.

The ASQ Awards Ceremony will be held at the 27th ACI Africa/World Annual General Assembly, Conference & Exhibition in Port Louis, Mauritius, 16–18 October 2017.

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

Africa

First place	Second place	Third place
Mauritius Airport	Durban Airport	Cape Town Airport

Asia-Pacific

First place	Second place (tie)	Third place (tie)
Seoul Incheon Airport	Delhi Airport Mumbai Airport Singapore Airport	Beijing Airport Haikou Airport

Europe

First place	Second place	Third place (tie)
Sochi Airport	Moscow Sheremetyevo Airport	Dublin Airport Malta Airport Porto Airport Zurich Airport

Middle East

First place	Second place	Third place
Abu Dhabi Airport	Amman Airport	Dubai Airport

North America

First place (tie)	Second place (tie)	Third place (tie)
Indianapolis Airport Jacksonville Airport Toronto Billy Bishop Airport	El Paso Airport Ottawa Airport Tampa Airport	Austin-Bergstrom Airport Dallas Love Field Airport Edmonton Airport Halifax Airport San Antonio Airport Winnipeg Airport

Latin America-Caribbean

First place	Second place (tie)	Third place (tie)
Guayaquil Airport	Nassau Airport Punta Cana Airport	Aruba Airport Quito Airport

Best Airport by Size

2–5 million passengers per year

First place (tie)	Second place (tie)	Third place (tie)
Guayaquil Airport Jaipur Airport Sochi Airport	Srinagar Airport Toronto Billy Bishop Airport	Langkawi Airport Ottawa Airport

5–15 million passengers per year

First place (tie)	Second place (tie)	Third place (tie)
Hyderabad Airport Tianjin Airport	Changchun Airport Hohhot Airport	Amman Airport Chiang Mai Airport Cochin Airport Indianapolis Airport Jacksonville Airport

15–25 million passengers per year

First place	Second place (tie)	Third place
Haikou Airport	Sanya Airport Seoul Gimpo Airport	Denpasar Airport

25–40 million passengers per year

First place	Second place	Third place
Taipei Taoyuan Airport	Shenzhen Airport	Hangzhou Airport

Over 40 million passengers per year

First place (tie)	Second place (tie)	Third place
Seoul Incheon Airport	Delhi Airport Mumbai Airport Singapore Airport	Beijing Airport

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

Africa	Europe
Bloemfontein Airport	Murcia Airport
Latin America-Caribbean	**North America**
Puerto Plata Airport	Saskatoon Airport

Best Airport by Size and Region

Asia-Pacific	
2–5 million passengers per year	Jaipur Airport
5–15 million passengers per year	Tianjin Airport
15–25 million passengers per year	Haikou Airport
25–40 million passengers per year	Taipei Taoyuan Airport
Over 40 million passengers per year	Seoul Incheon Airport
Europe	
2–5 million passengers per year	Sochi Airport
5–15 million passengers per year	Porto Airport
15–25 million passengers per year	Vienna Airport
25–40 million passengers per year	Moscow Sheremetyevo Airport
Over 40 million passengers per year	London Heathrow Airport
Latin America-Caribbean	
2–5 million passengers per year	Guayaquil Airport
5–15 million passengers per year	Punta Cana Airport
Middle East	
5–15 million passengers per year	Amman Airport
North America	
2–5 million passengers per year	Toronto Billy Bishop Airport
5–15 million passengers per year	Indianapolis Airport
15–25 million passengers per year	Tampa Airport
25–40 million passengers per year	Minneapolis Airport
Over 40 million passengers per year	Dallas Fort Worth Airport

Most Improved Airport

Africa	Asia-Pacific
Bloemfontein Airport	Makassar Airport
Europe	**Middle East**
Krakow Airport	Abu Dhabi Airport
Latin America-Caribbean	**North America**
Aruba Airport	Columbus Airport

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. As of January 2017, ACI serves 623 members operating 1,940 airports in 176 countries.

2. Download the PDF version of this Media Release.

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