



# Airport Service Quality Awards



AIRPORT SERVICE QUALITY

▶ The Awards are based on annual results of overall satisfaction of international passengers. Only airports which have participated in all four quarters of the year and followed the sampling methodology are eligible for an Award.

▶ The top three performing airports will receive an Award and the names of the top five performing airports will be published in a ACI press release on Monday 25th February

▶ Awards will be handed over during the Gala Dinner on April 1<sup>st</sup> at the Airport Service Quality and Facilitation Conference in Shanghai  
(for more information [www.aci.aero](http://www.aci.aero))



▶ **The rankings cannot be disclosed before 10:00 GMT Monday 25th February**

▶ Airports winning an Awards are kindly requested to inform DKMA before **March 12th** if a representative from their organization will attend the Gala Dinner

## Europe

1. Porto
2. Zurich
- 3.= Helsinki
- 3.= Munich

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5. Southampton

## North America

1. Dallas Fort Worth
2. Halifax
3. Ottawa

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4. San Diego
5. Detroit Metropolitan

## Worldwide

1. Seoul Incheon
2. Kuala Lumpur
3. Singapore

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4. Hong Kong
5. Central Japan (NGO)

## Africa

1. Johannesburg
2. Cape Town
3. Durban

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4. Nairobi

## Latin America & Caribbean

1. Guayaquil
2. San José
3. Mexico City

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4. Port of Spain
5. Curacao

## Middle East

1. Tel Aviv
2. Doha
3. Abu Dhabi

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4. Muscat

## Asia - Pacific

1. Seoul Incheon
2. Kuala Lumpur
3. Singapore

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4. Hong Kong
5. Central Japan (NGO)

### Less than 5 M.

1. Halifax
2. Ottawa
3. Guayaquil

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4. Porto
5. Cairns

### 5 – 15 M.

1. Central Japan (NGO)
2. Tel Aviv
3. Auckland

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4. Christchurch
5. Adelaide

### 15 - 25 M.

1. Kuala Lumpur
2. San Diego
3. Zurich

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4. Vancouver
5. Melbourne

### 25 - 40 M.

1. Seoul Incheon
2. Singapore
3. Detroit Metropolitan

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4. Minneapolis St.Paul
5. Munich

### Over 40 M.


1. Hong Kong
2. Dallas Fort Worth
3. Denver

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4. Houston G. Bush
5. Amsterdam

### Best Domestic Airport

For airports worldwide, based on the results for overall satisfaction as rated by domestic passengers.

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1. Halifax
  2. Austin
  3. Ottawa

### Best Improvement


For airports worldwide which have experienced the biggest improvement in ASQ overall satisfaction results between 2006 and 2007.



Aberdeen

### Airport People Awards

This regional award aims to recognize those airports which have cultivated a strong customer service culture among the airport community and have been rated by passengers as having the most courteous and helpful airport, airline and security staff.



Europe:	Southampton
Asia Pacific:	Seoul Incheon
North America:	Halifax

### Director General's Special Recognition Awards

Awarded by the Director General, ACI in recognition of a specific contribution to airport service quality.

(Details are provided in the Award Citations)



Mr. Wu Nianzu  
Chairman, Shanghai Airport Authority

Civil Aviation Authority of Singapore  
& Singapore Changi Airport