



Gold for Vienna Airport: Ranked First in the International Quality Ranking of the Airport Association ACI

More than 600,000 passengers evaluate the quality of service at more than 300 airports in 84 countries worldwide in the course of the annual quality survey carried out by Airport Council International (ACI), the global association of airport operators. The results were presented today, and Vienna Airport was rated first in the category “Europe and 15-25 Million Passengers.” Following its third-place award and bronze in the year 2015, Vienna Airport has earned the Airport Service Quality Award in gold from ACI. This shows that the quality drive implemented by the airport has been acknowledged. In addition to the ASQ Award, Vienna Airport was also granted other distinctions over the past two years i.e. the 4-Star Airport rating from Skytrax, the award for the “Best Airport Staff Europe” for two years in a row and the “Beryll Award” for the airport’s commitment to barrier-free access.

“Vienna Airport was frequented by more than 23 million passengers in the year 2016. We want to offer perfect service to all of them. For this purpose, we already launched a far-reaching service initiative in 2012 enabling us to continuously improve the quality experience for our travellers. This award shows that we are on the right path. For the first time in its history, Vienna Airport is the European quality leader in its category, and this is something we can be proud of”, state Julian Jäger and Günther Ofner, Members of the Management Board of Flughafen Wien AG. In particular, Vienna Airport was given top ranking in the passenger survey in 2016 with respect to efficiency, short waiting times, customer orientation and friendliness as well as free WLAN and cleanliness.

Airport Service Quality: Precise assessment of quality criteria

The basis for the awards is an annual passenger survey carried out by ACI under the title “Airport Service Quality (ASQ).” More than 600,000 passengers at more than 300 airports in 84 countries were interviewed, and the results were evaluated in line with various categories such as “orientation”, “security checks”, “food & beverage”, “airport facilities”, “overall satisfaction” and many more. The ASQ evaluation is very important to Vienna Airport, because it provides a regular and detailed overview of passenger satisfaction. Vienna Airport has implemented a broad range of measures within the context of the company’s service initiative since the fall of 2012 as a means of improving service quality for the benefit of passengers.

More information is available in the attached press release from ACI or at: <http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/Current-Winners>

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