The annual Airport Service Quality (ASQ) Awards recognize and reward the best airports in the world according to ACI’s ASQ Departures and ASQ Arrivals surveys. They represent the highest possible accolade for airport operators and are an opportunity to celebrate the commitment of airports worldwide to continuously improving the passenger experience.

Since its creation in 2006, the ASQ Survey has become the world’s leading airport passenger satisfaction benchmark with more than 380 airports participating across 90 countries. Its scientific methodology, strict quality control procedures and commitment to impartiality have won industry recognition and established the ASQ Departures Survey and the ASQ Arrivals Survey, as the global standard for measuring passenger satisfaction.

ASQ is the only global airport survey based on measuring passengers’ satisfaction taken while they are at the airport. Some 650,000 passengers per year are interviewed prior to boarding their flight and asked to rate their satisfaction with the airport’s services.

To be eligible for the annual ASQ awards, an airport must have participated in the ASQ Survey every month of the year. The survey must be carried out in strict accordance with the airport’s sample plan, developed by ACI, which guarantees a representative sample of the flights, destinations and passenger groups served by the airport. ACI regularly audits participating airports to ensure compliance and to validate the results.

In 2018, over half of the world’s 8.3 billion travelers passed through an ASQ airport.

If you would like more information on the annual ASQ awards, please contact us at: mediarelations@aci.aero
Relaunching ASQ Awards. Here’s what you need to know:

The New ASQ Award System

As of January 2019, the current ASQ ranking system has been relaunched. Previously only the top three airports earned awards (ties being permissible). ACI has devised a new system that will be based on percentages for the Departures Survey, where airports in the top 20 percent by region and size will be recognized.

New specific categories have also been added to recognize the top 5% achievers.

There will be a new ASQ Arrivals award with one winner based on overall satisfaction scores.

The relaunch allows for more airports the opportunity to win awards. It will also maintain the high standards of excellence with which ASQ has come to be associated.

Previous ASQ Award Categories

(Top three airports awarded. Ties allowed)

BEST AIRPORT BY REGION: (Over 2 MPPA)
• Africa
• Asia Pacific
• Europe
• Latin America & Caribbean
• Middle East
• North America

BEST AIRPORT BY SIZE
• 2-5 million
• 5-15 million
• 15-25 million
• 25-40 million
• Over 40 million

BEST AIRPORT BY REGION: (Under 2 MPPA)
• Africa
• Asia Pacific
• Europe
• Latin America & Caribbean
• Middle East
• North America

BEST AIRPORT BY SIZE & REGION
• Africa
• Asia Pacific
• Europe
• Latin America & Caribbean
• Middle East
• North America

MOST IMPROVED AIRPORT BY REGION
• Africa
• Asia Pacific
• Europe
• Latin America & Caribbean
• Middle East
• North America
New Categories for ASQ Departures Awards

With the relaunch, there will be 40 combinations/categories of awards.

TOP 20% OF AFRICA (per size region):
1) <2 mppa 4) 15-25 mppa
2) 2-5 mppa 5) 25-40 mppa
3) 5-15 mppa 6) Over 40 mppa

TOP 20% OF ASIA-PACIFIC (per size region):
1) <2 mppa 4) 15-25 mppa
2) 2-5 mppa 5) 25-40 mppa
3) 5-15 mppa 6) Over 40 mppa

TOP 20% OF EUROPE (per size region):
1) <2 mppa 4) 15-25 mppa
2) 2-5 mppa 5) 25-40 mppa
3) 5-15 mppa 6) Over 40 mppa

TOP 20% OF LATIN AMERICA/CARIBBEAN (per size region):
1) <2 mppa 4) 15-25 mppa
2) 2-5 mppa 5) 25-40 mppa
3) 5-15 mppa 6) Over 40 mppa

TOP 20% OF MIDDLE EAST (per size region):
1) <2 mppa 4) 15-25 mppa
2) 2-5 mppa 5) 25-40 mppa
3) 5-15 mppa 6) Over 40 mppa

TOP 20% OF NORTH AMERICA (per size region):
1) <2 mppa 4) 15-25 mppa
2) 2-5 mppa 5) 25-40 mppa
3) 5-15 mppa 6) Over 40 mppa

MOST IMPROVED AIRPORT BY REGION:
• Africa
• Asia Pacific
• Europe
• Latin America & Caribbean
• Middle East
• North America

For more information regarding the new categories for the ASQ Departures Awards, please contact us at: mediarelations@aci.aero
New Awards

These awards will represent top 5% across the world vs region specific.

Related questions in the ASQ questionnaire used for the assessment:

BEST AIRPORT ENVIRONMENT AND AMBIENCE
KPI’s used to measure this new category:
- Ease of finding your way through airport
- Flight information screens
- Walking distance inside the terminal
- Comfort of waiting/gate areas
- Cleanliness of airport terminal
- Ambience

BEST AIRPORT CUSTOMER SERVICE
KPI’s used to measure this new category:
- Efficiency of check-in staff
- Courtesy & helpfulness of check-in staff
- Courtesy & helpfulness of inspection staff
- Courtesy & helpfulness of security staff
- Courtesy & helpfulness of airport staff

BEST AIRPORT INFRASTRUCTURE AND FACILITATION
- Restaurant/Eating facilities
- VfM of restaurant/eating facilities
- Availability of bank/ATM facilities/ money changers
- Shopping facilities
- VfM of shopping facilities
- Internet access/Wi-Fi
- Availability of washrooms/toilets
- Cleanliness of washrooms/toilets

NEW ASQ ARRIVALS AWARDS
There will be only one airport winner of this new award. The award will be based on overall satisfaction score derived from the airport’s participation in the ASQ Awards Survey programme.

For more information regarding the new ASQ Awards, please email: mediarelations@aci.aero

Award Eligibility & Criteria
For the full ASQ Awards eligibility criteria and details, visit:
https://aci.aero/customer-experience-asq/asq-awards/eligibility-criteria/
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