



Overall satisfaction

WORLDWIDE

Global snapshot of airport customer satisfaction, produced by ACI ASQ

Q1 2018
4.21 ↑

Q1 2017
4.19

Overall satisfaction level of customers have **increased**, in comparison with Q1 2017!

Improved scores in Asia-Pacific and Europe, as well as in smaller airports (<5mppa), contributed to an increase in overall satisfaction.

BY ASQ CATEGORY

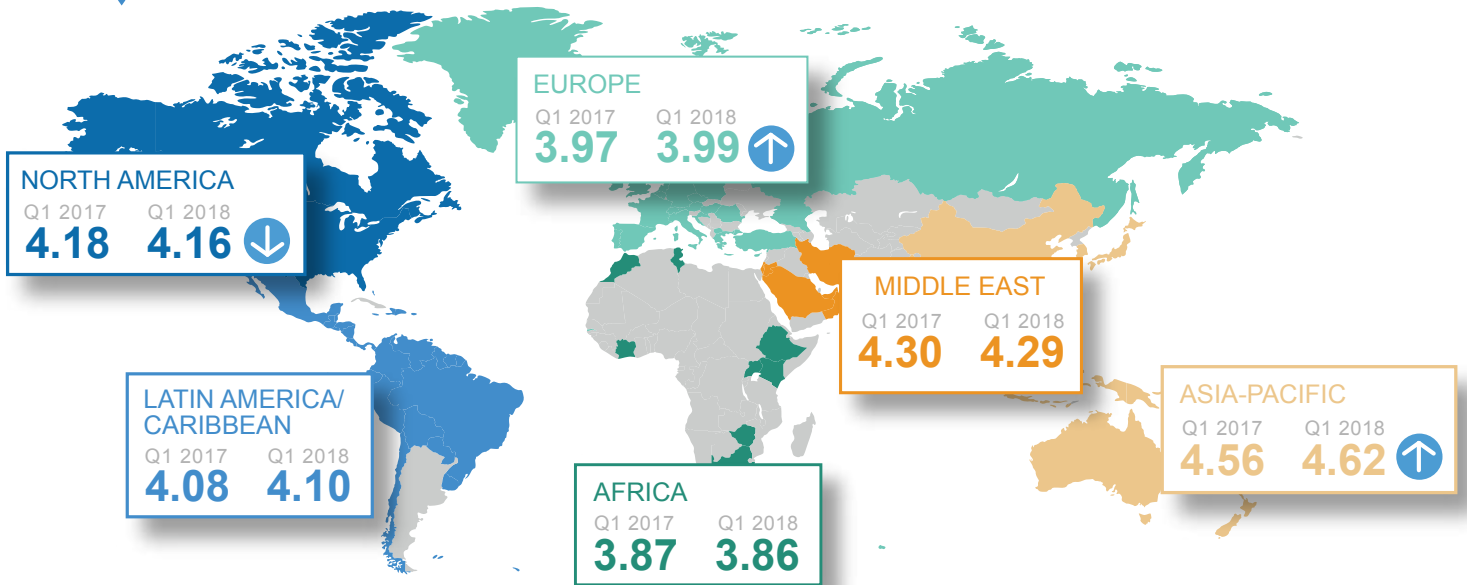


Results are means on a 5-pt scale.



Overall satisfaction

BY REGION



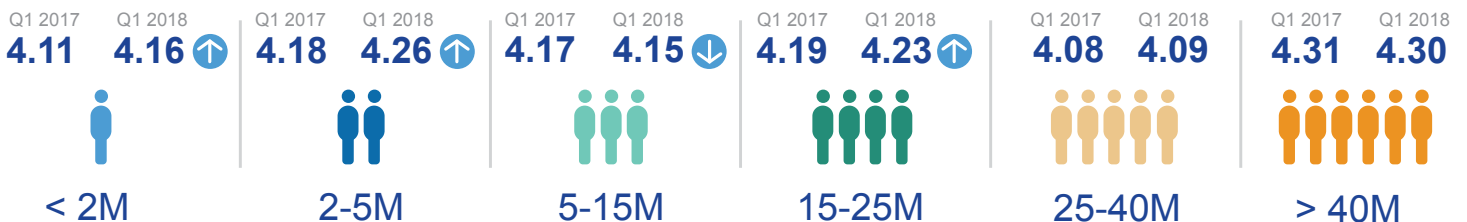
Results are means on a 5-point scale.

↑↓ indicates that the segment's performance is higher or lower compared to the Q1 2017 result on a statistically significant level (95%).



Overall satisfaction

BY AIRPORT SIZE



Results are means on a 5-point scale.

↑↓ indicates that the segment's performance is higher or lower compared to the Q1 2017 result on a statistically significant level (95%).