

# 2020 ACI ASQ Awards Eligibility Criteria and Scoring

## ASQ Awards 2020 – Context

COVID-19 has impacted the world at different places, different times, and to different extents. To ensure awards reflect the global situation, ACI has revised ASQ eligibility criteria considering the objectives below.

- Not to penalize airports due to COVID-19
- To consider the ongoing impact of COVID-19
- To be attainable for airports who did not participate in Q1 and Q2 of 2020
- To be adapted to the current situation while maintaining a certain level of representation

## ASQ Eligibility criteria – Overview

For an airport member to be eligible, the airport member agrees to fully comply with the minimum criteria stated in the following section of this document.

**Only airports subscribing and participating in the Departures Main Programme are considered for ASQ awards.**

ACI reserves the right in the final selection and announcement of the ASQ award winners, and will place into consideration, when relevant, to consider the precedence of each circumstance.

## Eligibility Criteria

As always, ASQ questionnaires need to be self-completed. If an airport is collecting ASQ Departures survey on paper questionnaires, all blank/void questionnaires need to be kept for at least one year. In addition, airports must satisfy the distribution criteria below.



## Eligibility Criteria – Evaluation

As airports continue to be impacted by COVID-19 at different times of the year, ACI has changed how and when we evaluate eligibility criteria.

- Eligibility criteria will not be evaluated quarterly as done in past years. Eligibility criteria will consist of requirements to achieve within the calendar year.

## 2020 – Performance score

Many airports collected in all quarters of 2020 including months where COVID-19 cases peaked in their country or region, whereas some airports collected before and during the recovery phase of COVID-19.

**To ensure fairness when comparing airports, the two highest scoring quarters meeting the eligibility criteria will be taken for all airports.**

ACI will determine the two highest scoring quarters for each airport. The overall satisfaction score is the only score considered. In the example below, Q1 and Q4 are the highest scoring and the airport has achieved the eligibility criteria.

EXAMPLE	Q1			Q2			Q3			Q4		
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Questionnaires	100	100	150	20	50	30	150	100	100	100	100	150
Total	350			100			350			350		
Overall Satisfaction Score	4.50			4.10			4.40			4.55		

## ASQ Voice of the Customer Eligibility

- Participation in at least three (3) or more quarters.

## ASQ Hygiene Award Eligibility Criteria

- Participation in Q4 - 2020 with at least 100 questionnaires collected in the quarter.
- Available to airports with tablet data collection only.