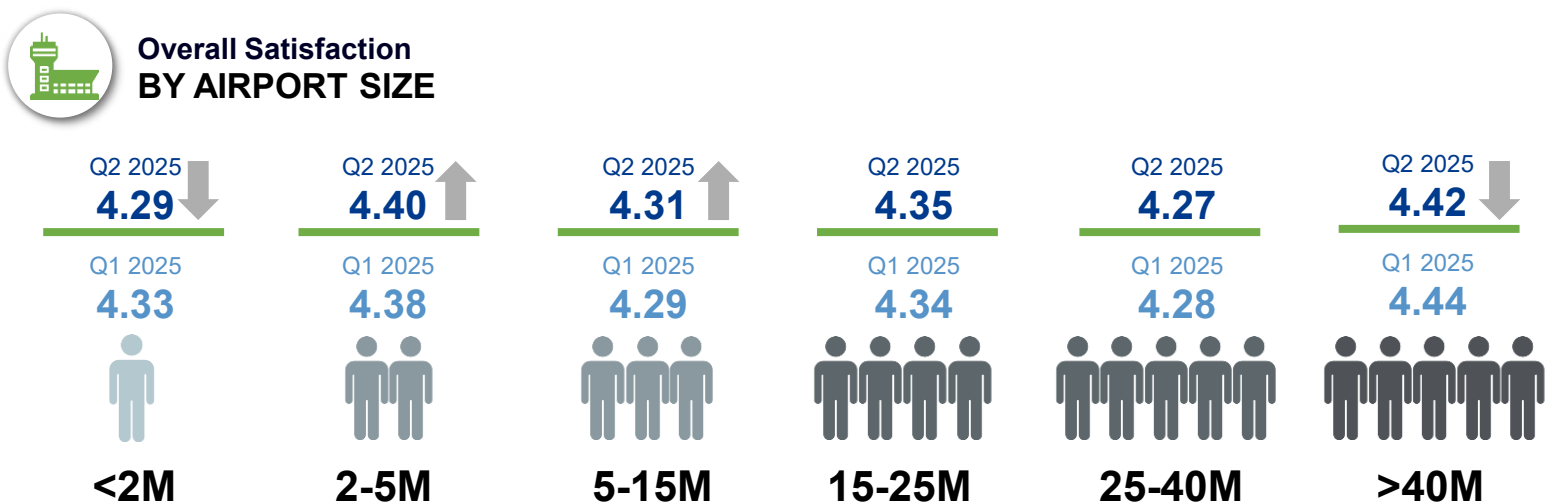
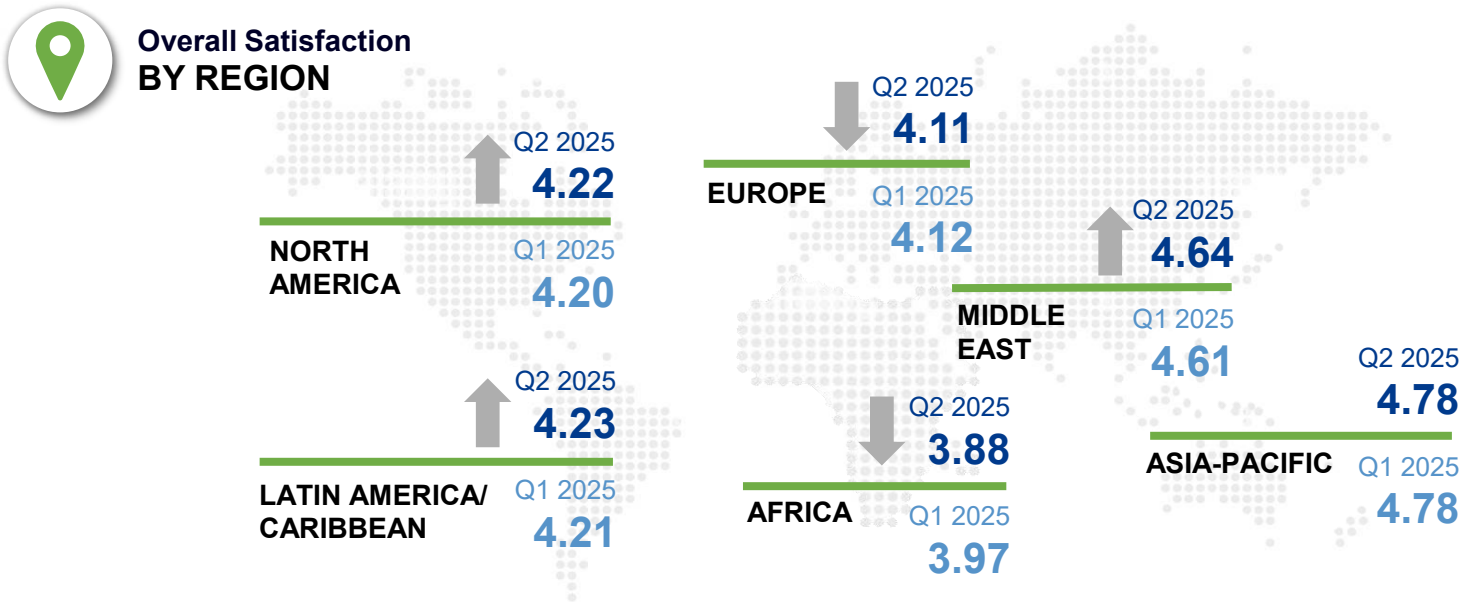
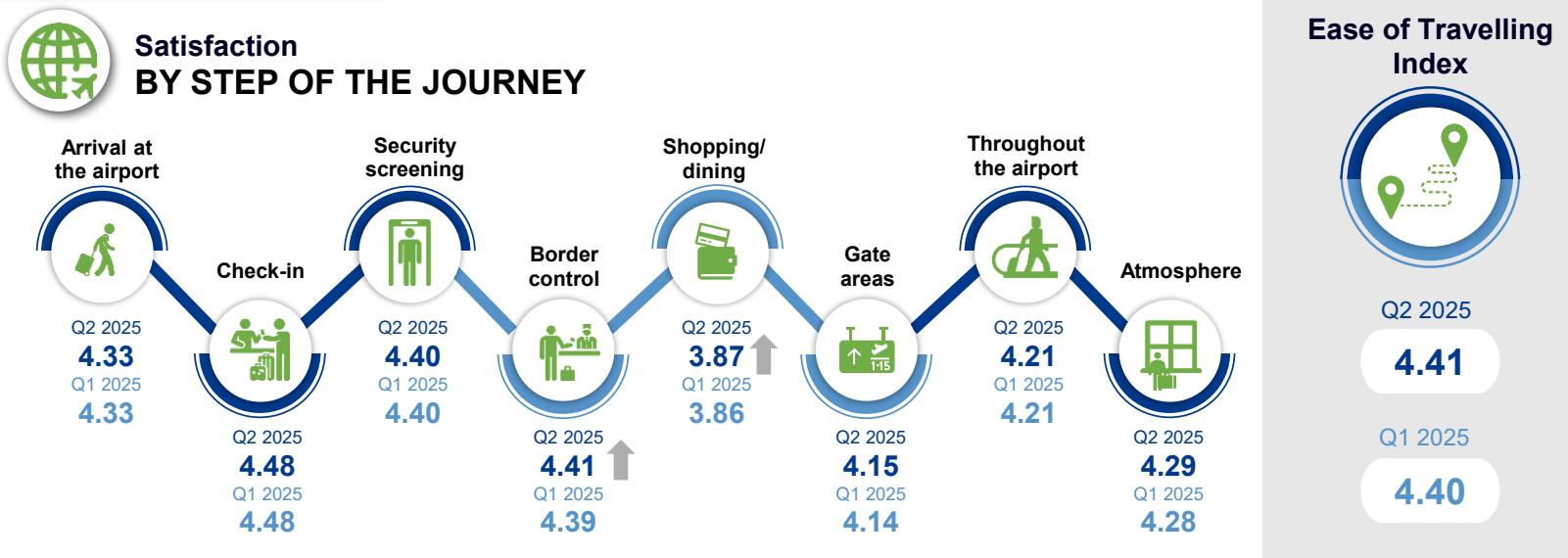
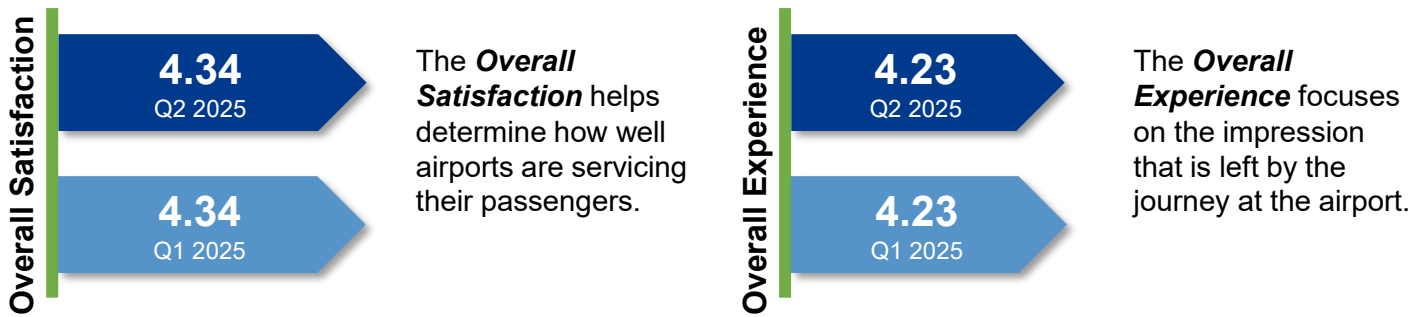


Global snapshot of airport customer experience produced by ACI ASQ

Overall scores WORLDWIDE

Both the overall experience and satisfaction measures are critical. The best customer experience is when airports generate positive emotions while providing excellent service quality.



Source: ACI Airport Service Quality Departures – Main type Programme 2025, based on Q2 2025 results with 364 **compliant*** airports.
 * Only airports that complied with ASQ's requirements have been included in the aggregated benchmark scores for this quarter.

↑ indicates that performance is statistically higher or lower compared to Q1 2025 (95% conf. level). Results are means of a 5-pt scale.