

ACI announces ASQ award best airport winners

Airports Council International (ACI) World has announced this year's Airport Service Quality (ASQ) Awards, for which the best airports are selected by travelers. As with 2020, questions asked of travelers in 2021 included those concerning health and hygiene, given the ongoing pandemic.

With data collected through more than 370,000 surveys, 110 awards have been won by 87 individual airports around the world. This was the second year ACI World partnered with global travel technology company Amadeus to deliver the ASQ Awards, which will be celebrated at an awards ceremony in September, at the ASQ Forum & ACI Customer Experience Global Summit

"After a second year of the pandemic, this year's Airport Service Quality (ASQ) Award winners are especially reflective of customer experience leadership during the most challenging time in our sector's history," ACI World Director General Luis Felipe de Oliveira said. "We are exceedingly proud of their stellar leadership in delivering the very best customer experience.

"The basis of the ASQ surveys and the entire suite of solutions is continual learning and improvement to reach sustainable customer experience excellence. As the industry recovers, continuing to listen and adapt to travellers will be absolutely crucial to strengthening airports' competitive advantage, non-aeronautical revenue, and ensuring the sustained recovery of the entire aviation ecosystem."

Elena Avila, EVP Airport IT & Airline Operations, Amadeus said: "There has never been a more important time for our industry to place the needs of passengers at the heart of everything we do. The ASQ Awards recognize airports that continue to make this crucial commitment despite the challenges our industry faces. We at Amadeus believe the passenger experience can be further transformed in the coming years through even closer airline and airport collaboration, underpinned by modern technologies like data analytics, common cloud infrastructure and biometrics."

Results can be found [here](#)