

Media Release

ACI announces 2017 Director General's Airport Service Quality Roll of Excellence inductees

– New inductee just announced –

Montréal, 26 July – ACI announces the 2017 inductees into the [ACI Director General's Roll of Excellence](#). The honour recognizes those airports which, in the opinion of the passengers who participated in [ACI's Airport Service Quality \(ASQ\) Surveys](#), have consistently delivered excellence in customer service.

The ACI ASQ Survey measures passengers' appraisal of 34 key performance indicators on the day they travel, allowing airports to get an accurate picture of traveller sentiment. ASQ has been designed for airports of all sizes seeking to measure their passenger service performance and to benchmark it against other similarly sized airports with the overarching objective of offering more effective, efficient and profitable ways to serve the flying public.

The ACI Director General's Roll of Excellence identifies airports that have been ranked in the top five airports by size or region for five of the last six years in the ASQ Survey. This year's inductees are:

- Detroit Metropolitan Airport (USA);
- Munich Airport (Germany);
- Jomo Kenyatta International Airport (Kenya);
- Salt Lake City International Airport (USA); and,
- Tianjin Binhai International Airport (China).

The 2017 Director General's Airport Service Quality Roll of Excellence induction ceremony will take place at the Gala Dinner of the [27th ACI Africa/World Annual General Assembly, Conference and Exhibition](#) in Port Louis, Mauritius from 16–18 October 2017.

“Since 2011, 41 airports have been inducted onto the Roll of Excellence,” said Angela Gittens, Director General, ACI World. “I am delighted to congratulate Detroit Metropolitan Airport; Munich Airport; Jomo Kenyatta International Airport; Salt Lake City International Airport; and Tianjin Binhai International Airport on this outstanding achievement. Airports understand that key to improving the customer experience is continually monitoring service quality through the ASQ programme;

[involving the entire airport community](#); [knowing who your customers are](#); and making the service quality improvements that are most important to your customers.

Notes for editors

1. [Airports Council International \(ACI\)](#), the trade association of the world's airports, was founded in 1991 with the objective of fostering cooperation among its member airports and other partners in world aviation, including the International Civil Aviation Organization, the International Air Transport Association and the Civil Air Navigation Services Organisation. In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring a global air transport system that is safe, secure, efficient and environmentally sustainable. As of January 2017, ACI serves 623 members operating 1,940 airports in 176 countries.
2. The [Airport Service Quality \(ASQ\) programme](#) is the only worldwide programme to survey departing and arriving passengers at the airport on their day of travel. Every year, ASQ delivers some 600,000 individual surveys in 42 languages in 85 countries. It measures passengers' views of 34 key performance indicators, including airport access, check-in, security screening, cleanliness of restrooms, stores, restaurants and wayfinding.
3. [View full list of Roll of Excellence including previous years.](#)
4. [View the 2016 ASQ Award winners.](#)

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