

IATA - Airs@t Europe - Middle East - Asia Route (October-December 2018)

Customer Satisfaction Research and Analysis
Department (BKKSZ-RTG)

Customer Service Quality Department (BKKSZTG)

Main Item CSI and Ranking Trend

Weighted Sample Size

Service Item / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Overall Satisfaction	Total Class	CSI	64.47	66.28	69.68	71.47	66.55
		Ranking	13/21	12/21	8/20	9/ 20	11/19
	Royal Silk	CSI	57.05	73.27	69.17	67.45	63.38
		Ranking	19/21	14/21	11/20	14/ 20	17/19
	Economy	CSI	68.23	62.02	68.78	74.13	68.48
		Ranking	8/21	11/21	7/20	6/ 20	7/19
Value for Money	Total Class	CSI	59.29	60.61	60.66	58.43	59.84
		Ranking	13/21	11/21	10/20	12/ 20	13/19
	Royal Silk	CSI	47.32	65.69	50.46	57.40	51.33
		Ranking	17/21	13/21	16/20	14/ 20	17/19
	Economy	CSI	65.61	57.22	64.67	59.40	64.23
		Ranking	10/21	13/21	6/20	9/ 20	7/19
Loyalty (Select TG next trip)	Total Class	CSI	83.48	80.53	82.34	79.92	82.42
		Ranking	7/21	11/21	9/20	9/20	6/19
	Royal Silk	CSI	84.76	77.39	81.10	83.75	80.94
		Ranking	9/21	17/21	12/20	9/20	9/19
	Economy	CSI	82.68	81.75	81.69	77.43	83.05
		Ranking	6/21	7.21	7/20	13/ 20	6/19

Pre-Flight Service Item CSI and Ranking Trend

Weighted Sample Size

Service Item / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Reservation	Total Class	CSI	94.77	90.46	72.83	78.73	71.35
		Ranking	2/21	6/21	13/20	10/ 20	16/19
	Royal Silk	CSI	94.62	90.28	68.74	87.80	67.57
		Ranking	7/21	11/20	15/20	5/ 20	18/19
	Economy	CSI	94.42	90.65	73.40	74.76	72.26
		Ranking	6/21	8/20	12/20	10/ 20	14/19
Website	Total Class	CSI	45.30	53.86	53.37	54.02	52.63
		Ranking	19/21	18/21	17/20	17/ 20	17/19
Check-in	Total Class	CSI	77.21	74.49	69.68	76.98	76.50
		Ranking	8/21	12/21	13/20	10/ 20	9/19
	Royal Silk	CSI	84.50	84.58	72.78	74.79	79.92
		Ranking	6/21	7/21	16/20	15/ 20	11/19
	Economy	CSI	74.17	68.80	66.90	77.57	74.44
		Ranking	9/21	13/21	14/20	7/ 20	9/19
Lounge	Total Class	CSI	34.16	44.61	38.86	31.61	43.33
		Ranking	20/21	13/21	16/20	20/ 20	17/19
	Royal Silk	CSI	30.28	44.15	37.21	28.06	39.86
		Ranking	20/21	12/21	14/20	20/ 20	17/19
Boarding & Departure	Total Class	CSI	55.50	57.86	65.64	61.22	62.86
		Ranking	18/21	17/21	14/20	18/ 20	16/19
	Royal Silk	CSI	46.34	57.66	65.10	55.99	55.34
		Ranking	21/21	16/21	14/20	18/ 20	17/19
	Economy	CSI	59.77	57.11	66.02	65.00	67.37
		Ranking	17/21	16/21	12/20	10/ 20	9/19

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In-Flight Service Item CSI and Ranking Trend

Weighted Sample Size

Service Item / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Cabin Features	Total Class	CSI	58.42	58.76	54.57	54.55	57.05
		Ranking	9/21	10/21	12/20	10/ 20	11/19
	Royal Silk	CSI	61.81	68.82	60.20	51.81	60.06
		Ranking	15/21	8/21	13/20	18/ 20	15/19
	Economy	CSI	56.57	52.77	49.88	55.69	55.53
		Ranking	8/21	10/21	13/20	7/ 20	8/19
Seat	Total Class	CSI	40.16	36.29	43.69	45.63	39.61
		Ranking	15/21	18/21	11/20	11/ 20	15/19
	Royal Silk	CSI	63.14	59.95	63.53	60.98	57.06
		Ranking	14/21	18/21	12/20	15/ 20	18/19
	Economy	CSI	27.34	23.39	29.77	36.44	30.17
		Ranking	16/21	17/21	15/20	12/ 20	13/19
Cabin Crew	Total Class	CSI	65.87	65.65	72.50	71.77	71.98
		Ranking	12/21	15/21	8/20	11/ 20	10/19
	Royal Silk	CSI	71.10	67.37	74.37	73.24	71.83
		Ranking	11/21	17/21	8/20	15/ 20	17/19
	Economy	CSI	62.40	64.07	70.04	70.59	72.07
		Ranking	14/21	14/21	12/20	12/ 20	9/19
Food & Drinks	Total Class	CSI	41.16	43.86	44.93	45.68	46.19
		Ranking	14/21	14/21	13/20	11/ 20	11/19
	Royal Silk	CSI	47.17	62.88	59.86	57.51	59.22
		Ranking	17/21	10/21	10/20	14/ 20	14/19
	Economy	CSI	37.32	33.46	36.79	39.82	39.73
		Ranking	15/21	16/21	16/20	11/ 20	13/19
IFE	Total Class	CSI	34.44	30.15	37.87	39.07	37.19
		Ranking	19/21	19/21	18/20	16/ 20	14/19
	Royal Silk	CSI	28.46	38.52	44.34	33.87	39.30
		Ranking	19/21	19/21	12/20	18/ 20	15/19
	Economy	CSI	36.80	25.90	33.22	41.00	36.97
		Ranking	16/21	19/21	19/20	12/ 20	15/19

Post-Flight & Other Service Item CSI and Ranking Trend

Weighted Sample Size

Service Item / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Post Flight	Total Class	CSI	68.76	64.69	68.17	70.37	68.47
		Ranking	9/21	11/21	9/20	7/ 20	8/19
	Royal Silk	CSI	74.12	70.27	72.58	75.54	74.63
		Ranking	12/21	10/21	14/20	9/ 20	12/19
	Economy	CSI	66.35	61.10	64.59	69.24	65.26
		Ranking	9/21	13/21	8/20	6/ 20	9/19

Background

- The **Airs@t** survey (International Air Transportation Association) is a syndicated market research product designed to measure passengers' satisfaction with the major airlines on the principal air-routes.
- The **Airs@t** survey relies on a well-adapted methodology which provides reliable and robust samples of passengers' opinions for each airline surveyed.
- THAI started this project only for Europe – Asia route since April 2011.
- IATA-Airs@t covers 2 classes of travel : Business and Economy classes.
- 12 European airports (ARN, BRU, CDG, CPH, DME, FCO, FRA, LHR, MUC, MXP, OSL and ZRH) are THAI destinations and BKK is THAI origin.

Methodology and Sampling

- **METHODOLOGY**

- Distribution of Airs@t online questionnaire invitation cards by our physical fieldwork team at boarding gates of selected flights. Passenger will have to use the unique serial number printed on the card to access the online questionnaire.
- Passenger will go to Airs@t website to complete the online questionnaire using the unique serial number printed on the Airs@t invitation card.
- Based on the entered serial number, the system will populate the origin, destination, flight number and flight date.
- Passengers have to complete the online questionnaire before the closing of the current semester, The goal is to capture only fresh travel experience. After submitting the online questionnaire, data will be captured and stored securely at our server. 1 month after the closing of the semester, data will be reported back to the Airs@t subscribers.

- **SAMPLING**

- The sampling plan is based on the seat capacity (figures available which are closest to traffic). Airs@t sampling is made on a quarterly basis to ensure that proportion of passengers interviewed on a given city pair is as close as possible to the importance of this city pair for any given airline. This means per airline: more passengers are surveyed on more important routes and the opposite for less important routes.
- Approximately half of the sample is surveyed out of the Airline's hub whilst the other half is surveyed out of the main destination airports of the airline.
- Due to the response rate of passengers, and other minor reasons, the number of completed questionnaires will be close to, but not exactly matching the proportion of importance of each city pair. This is why, at the end of the quarter, the data is weighed to ensure that for each airline, the weight of each city pair is as close as possible to reality.

Scale / CSI / Mean Scores

- **Scale:**
 - 5 = Excellent
 - 4 = Very Good
 - 3 = Good
 - 2 = Fair
 - 1 = Poor
- **Customer Satisfaction Index (CSI) is percentage of satisfied respondents (respondents who have rated Excellent (5) and Very Good (4)).**
- **Mean scores is used by the weighted-average of 5 point rating scales.**

Demographics TG

Total Class

Unweighted Sample Size

Nationality	%
European	81.3
Oceania	6.9
Thai	6.6
Asian	3.6
American	1.3
South American	0.3
No. of Respondents	305

Class of travel	%
First	2.0
Business	32.8
Economy	64.9
Special Economy	0.3
No. of Respondents	305

Gender	%
Male	75.7
Female	24.3
No. of Respondents	305

Age	%
16-21	1.3
22-25	1.0
26-34	7.9
35-44	11.5
45-54	28.5
55-64	28.2
65+	21.6
No. of Respondents	305

Main Reason for taking this trip	%
Holiday/leisure	60.7
Business	23.3
Visiting family or friends	15.4
Other	0.7
No. of Respondents	305

Net Promoter Scores

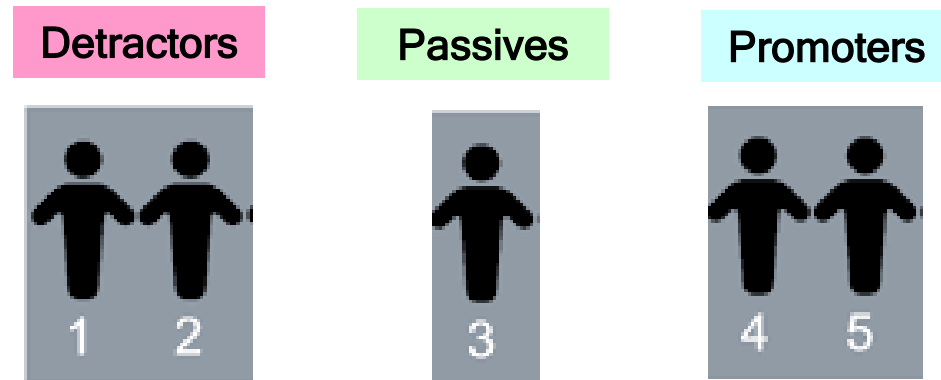
Unweighted Sample Size

The Net promoter Score is based on the fundamental perspective that every company's customers can be divide in to three categories: Promoters, Passives and Detractors.

Question asked:

How likely would you be to recommend this airline to a friend or colleague?

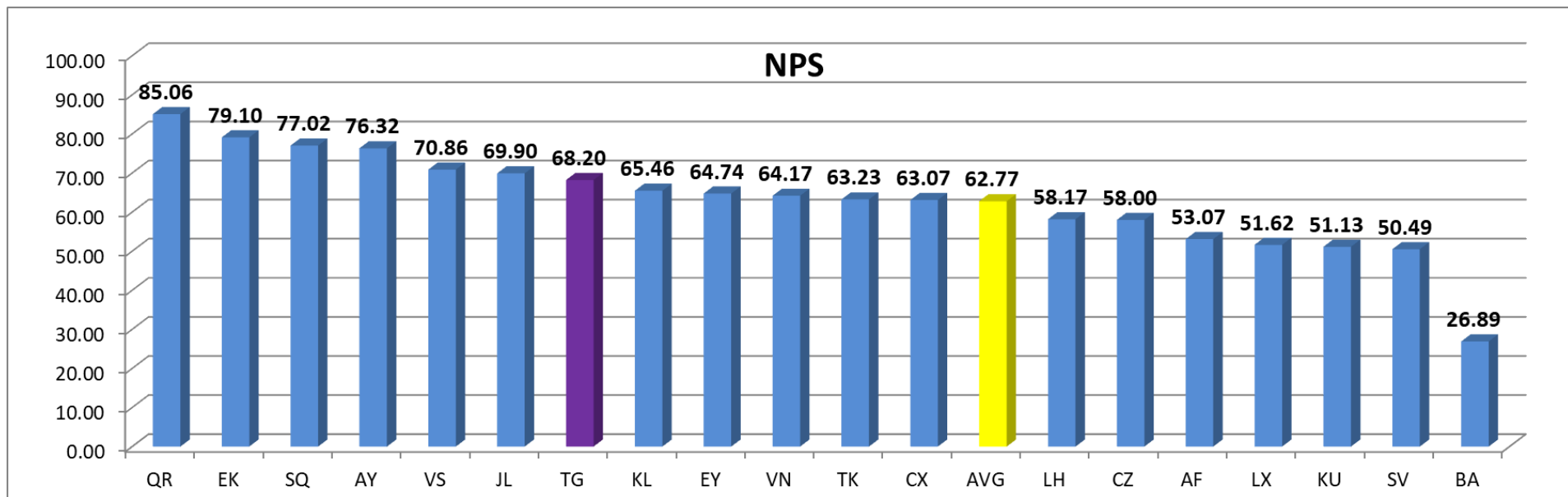
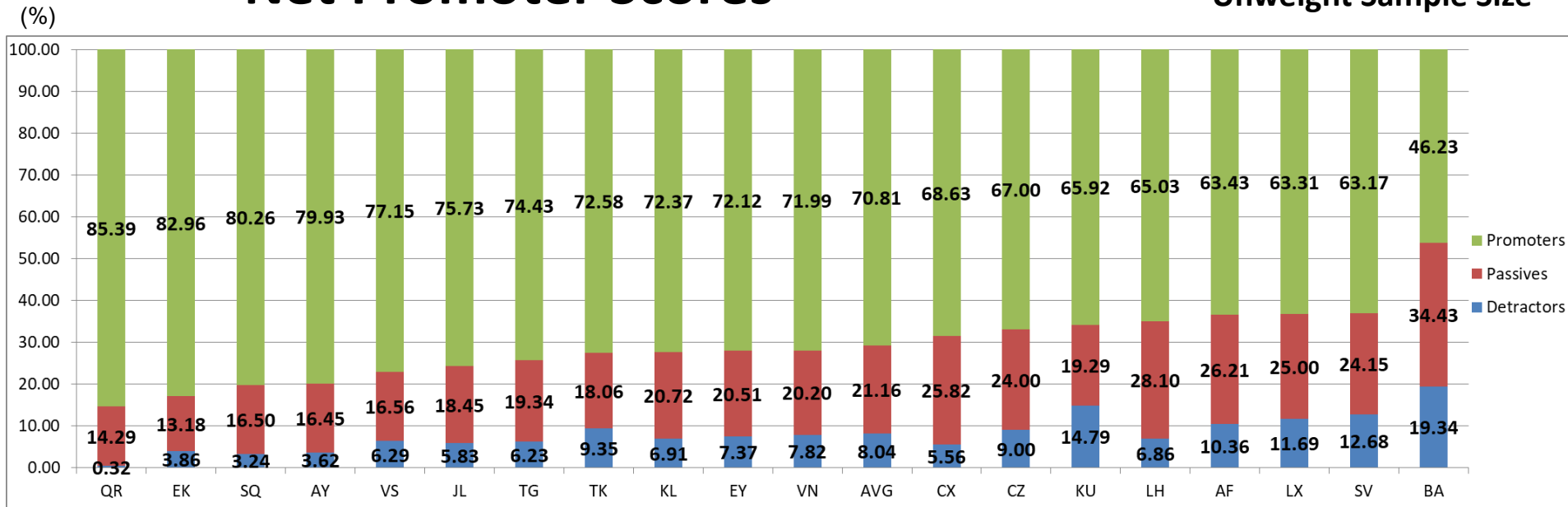
Rating Scale:



$$\text{Net Promoter Score} = \% \text{Promoters} - \% \text{Detractors}$$

Net Promoter Scores

Unweight Sample Size



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TG Aircraft Type & Sector Surveyed

Total Class

Aircraft Type Surveyed	Percent
1. 77B	47.5
2. 380	33.4
3. 359	10.5
4. 74N	3.0
5. 788	2.6
6. 77E	2.3
Total	305

Unweighted Sample Size

Sector Surveyed	Frequency	Percent
1. BKK-FRA-BKK	70	23.0
2. BKK-LHR-BKK	55	18.0
3. BKK-ZRH-BKK	39	12.8
4. BKK-CDG-BKK	35	11.5
5. BKK-OSL-BKK	17	5.6
6. BKK-BRU-BKK	16	5.2
7. BKK-CPH-BKK	14	4.6
8. BKK-ARN-BKK	14	4.6
9. BKK-MUC-BKK	12	3.9
10. VIE-BKK	10	3.3
11. BKK-MXP-BKK	9	3.0
12. BKK-FCO-BKK	7	2.3
13. BKK-DME-BKK	7	2.3
Total	305	

Top 5 Reasons for Choosing THAI

Total Class

Unweighted Sample Size

Jul-Sep18		Oct-Dec18	
Reason	Percent	Reason	Percent
1. Direct (Non-stop) flight	40.45	1. Direct (Non-stop) flight	48.85
2. Convenience of flight schedule	36.89	2. Convenience of flight schedule	34.43
3. Previous experience with this airline	32.04	3. Previous experience with this airline	34.10
4. Value for money	32.04	4. Value for money	32.46
5. Price	30.10	5. Frequent Flyer Programme	26.89
Total Respondents : 309		Total Respondents : 305	

Remark : Reasons for choosing THAI

Respondents may choose more than one option.

5 Items in Need of Improvement / TG

Total Class

Unweighted Sample Size

Jul-Sep18		Oct-Dec18	
Item	Percent	Item	Percent
1. Sleeping comfort	30.39	1. Amount of leg room	22.62
2. Selection of movies	20.26	2. Selection of movies	21.64
3. Amount of leg room	18.95	3. Sleeping comfort	20.33
4. Food quality	15.36	4. Internet connection	16.39
5. Seat Comfort	14.05	5. Seat Comfort	11.80
Total Respondents : 309		Total Respondents : 305	

Remark : Item in Need of Improvement / TG

Respondents may choose more than one option.

5 Items in Need of Improvement / TG

Royal Silk Class

Unweighted Sample Size

Jul-Sep18		Oct-Dec18	
Item	Percent	Item	Percent
1. Selection of movies	36.27	1. Selection of movies	23.00
2. Internet connection	15.69	2. Internet connection	21.00
3. Sleeping comfort	14.71	3. Sleeping comfort	13.00
4. Selection of meals	14.71	4. Selection of meals	12.00
5. Food quality	13.73	5. Quietness of Engine	11.00
Total Respondents : 102		Total Respondents : 100	

Remark : Item in Need of Improvement / TG
Respondents may choose more than one option.

5 Items in Need of Improvement / TG

Economy Class

Unweighted Sample Size

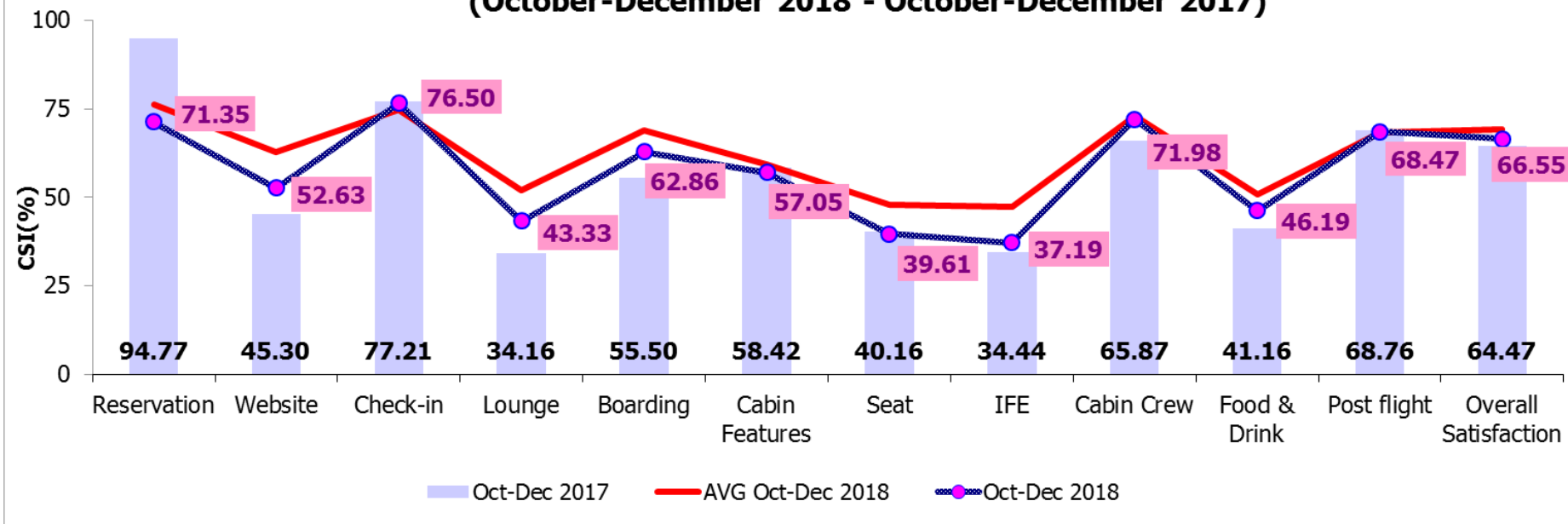
Jul-Sep18		Oct-Dec18	
Item	Percent	Item	Percent
1. Sleeping comfort	26.90	1. Amount of leg room	30.81
2. Amount of leg room	24.87	2. Sleeping comfort	24.75
3. Selection of movies	21.83	3. Selection of movies	21.72
4. Seat Comfort	17.26	4. Seat Comfort	14.65
5. Food quality	16.24	5. Food quality	13.64
Total Respondents : 197		Total Respondents : 198	

Remark : Item in Need of Improvement / TG

Respondents may choose more than one option.

IATA-Airs@t - Overall Satisfaction by Service items Oct-Dec 2018 / Total class

**IATA-Airs@t Total Class - Overall Satisfaction by Service Items Comparison
(October-December 2018 - October-December 2017)**

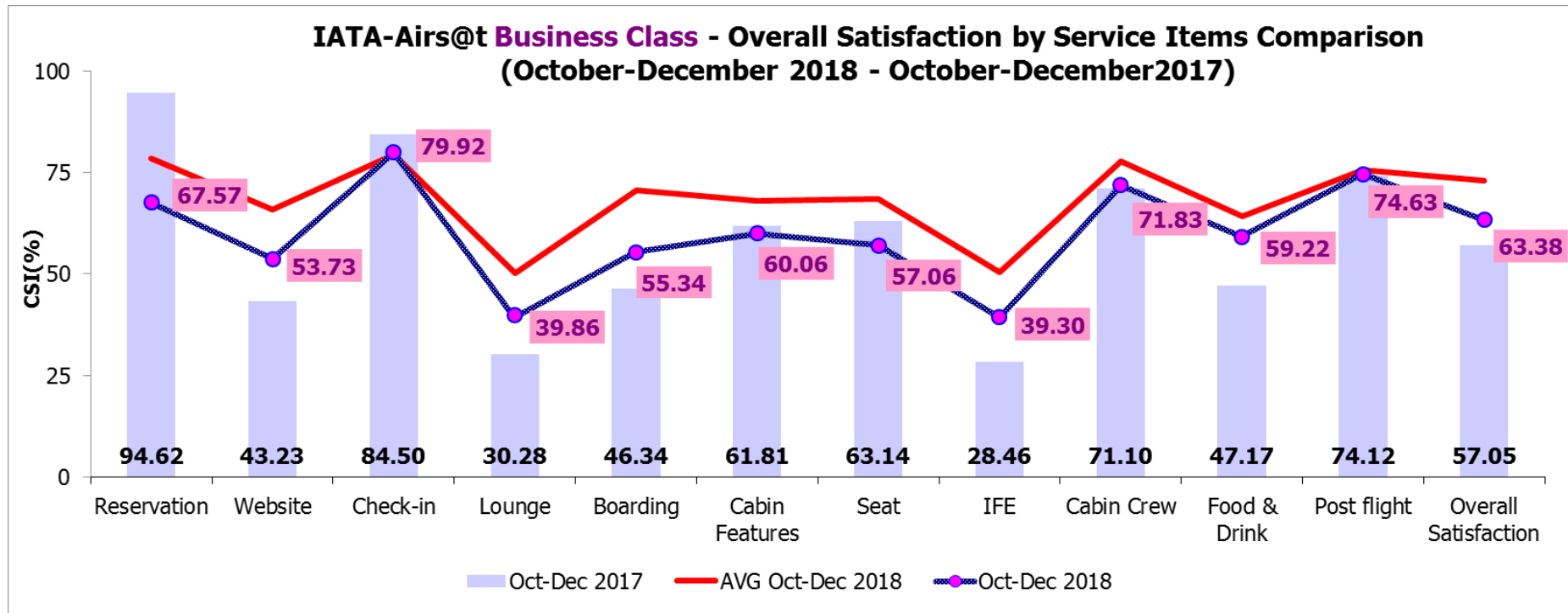


Service Items	Reservation	Website	Check-in	Lounge	Boarding	Cabin Features	Seat	IFE	Cabin Crew	Food & Drink	Post flight	Overall Satisfaction	
AVG Oct-Dec 2018	76.22	62.91	74.88	52.05	68.94	59.17	47.89	47.38	73.13	50.77	68.30	69.10	
Oct-Dec 2018	71.35	52.63	76.50	43.33	62.86	57.05	39.61	37.19	71.98	46.19	68.47	66.55	
Oct-Dec 2017	94.77	45.30	77.21	34.16	55.50	58.42	40.16	34.44	65.87	41.16	68.76	64.47	
% of diff (Oct-Dec 18 -Oct-Dec 17)	-23.42	7.33	-0.71	9.17	7.36	-1.36	-0.55	2.75	6.11	5.03	-0.29	2.08	
Ranking													
Service Items	Reservation	Website	Check-in	Lounge	Boarding	Cabin Features	Seat	IFE	Cabin Crew	Food & Drink	Post flight	Overall Satisfaction	# Carrier
Oct-Dec 2018	16	17	9	17	16	11	15	14	10	11	8	11	19
Oct-Dec 2017	2	19	8	20	18	9	15	19	12	14	9	13	21

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Oct-Dec 18

IATA-Airs@t - Overall Satisfaction by Service items Oct-Dec 2018 / Business class



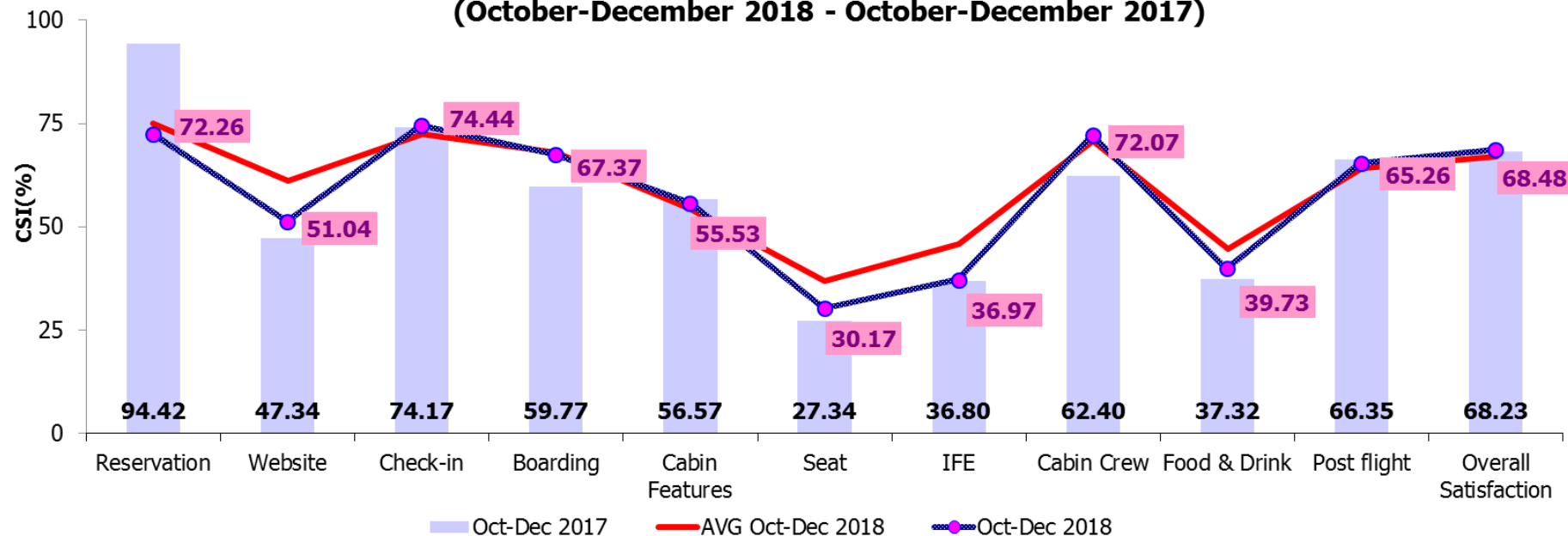
Service Items	Reservation	Website	Check-in	Lounge	Boarding	Cabin Features	Seat	IFE	Cabin Crew	Food & Drink	Post flight	Overall Satisfaction	
AVG Oct-Dec 2018	78.49	65.77	79.51	50.19	70.51	68.11	68.49	50.47	77.79	64.18	75.59	73.11	
Oct-Dec 2018	67.57	53.73	79.92	39.86	55.34	60.06	57.06	39.30	71.83	59.22	74.63	63.38	
Oct-Dec 2017	94.62	43.23	84.50	30.28	46.34	61.81	63.14	28.46	71.10	47.17	74.12	57.05	
% of diff (Oct-Dec 18 -Oct-Dec 17)	-27.05	10.50	-4.57	9.58	9.00	-1.74	-6.08	10.84	0.73	12.06	0.51	6.34	
Ranking													
Service Items	Reservation	Website	Check-in	Lounge	Boarding	Cabin Features	Seat	IFE	Cabin Crew	Food & Drink	Post flight	Overall Satisfaction	# Carrier
Oct-Dec 2018	18	18	11	17	17	15	18	15	17	14	12	17	19
Oct-Dec 2017	7	19	6	20	21	15	14	19	11	17	12	19	21

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Oct-Dec 18

IATA-Airs@t - Overall Satisfaction by Service items Oct-Dec 18 / Economy class

IATA-Airs@t Economy Class - Overall Satisfaction by Service Items Comparison
(October-December 2018 - October-December 2017)



Service Items	Reservation	Website	Check-in	Boarding	Cabin Features	Seat	IFE	Cabin Crew	Food & Drink	Post flight	Overall Satisfaction
AVG Oct-Dec 2018	75.08	61.13	72.35	67.86	54.42	36.88	45.75	70.80	44.55	64.27	66.94
Oct-Dec 2018	72.26	51.04	74.44	67.37	55.53	30.17	36.97	72.07	39.73	65.26	68.48
Oct-Dec 2017	94.42	47.34	74.17	59.77	56.57	27.34	36.80	62.40	37.32	66.35	68.23
% of diff (Oct-Dec 18 - Oct-Dec 2017)	-22.16	3.70	0.27	7.59	-1.04	2.83	0.17	9.67	2.41	-1.09	0.24

Ranking												
Service Items	Reservation	Website	Check-in	Boarding	Cabin Features	Seat	IFE	Cabin Crew	Food & Drink	Post flight	Overall Satisfaction	# Carrier
Oct-Dec 2018	14	16	9	9	8	13	15	9	13	9	7	19
Oct-Dec 2017	6	19	9	17	8	16	16	14	15	9	8	21

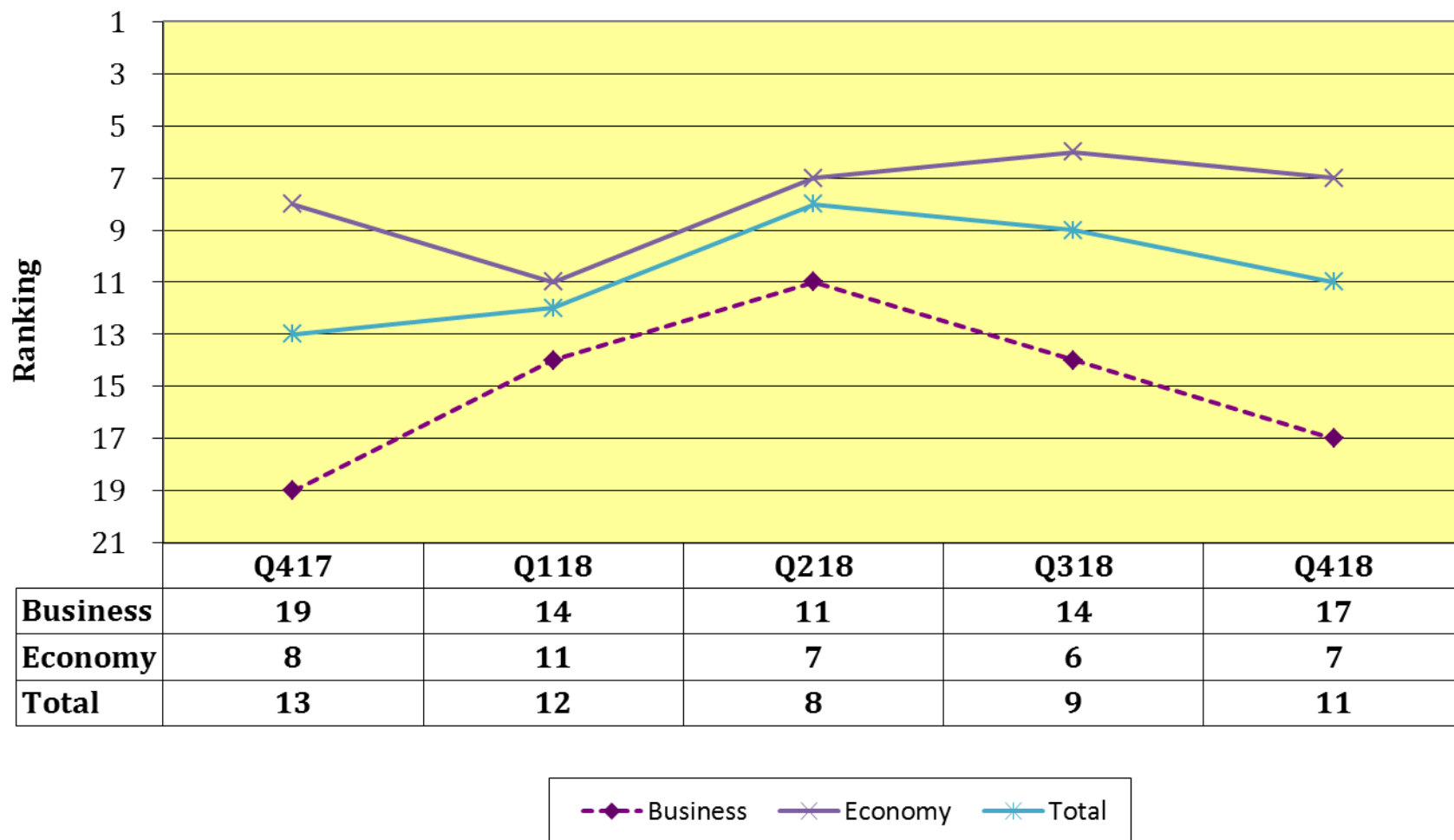
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Oct-Dec 18

Overall Satisfaction Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Satisfaction



Airline Performance

Total Class

Weighted Sample Size

Overall Satisfaction Airline Performance Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	92.76	1.JL	91.92	1.JL	88.73	1. JL	88.61	1.JL	88.14
2.QR	84.38	2.SQ	81.90	2.QR	84.59	2. SQ	84.51	2.QR	87.01
3.SQ	84.02	3.QR	79.38	3.EK	83.23	3. QR	84.18	3.EK	79.84
4.EK	80.05	4.EK	76.83	4.SQ	81.31	4. EK	80.46	4.SQ	79.58
5.AY	75.99	5.VS	74.63	5.CX	74.41	5. AY	78.99	5.VS	78.04
6.VS	73.90	6.TK	71.57	6.AY	74.08	6. CX	73.22	6.CZ	69.93
7.EY	72.08	7.AY	71.11	7.VS	73.70	7. LX	72.28	7.KL	69.20
8.CX	70.39	8.SU	70.43	8.TG	69.68	8. VS	71.69	AVG	69.10
9.TK	68.18	9.EY	69.81	9.TK	67.61	9. TG	71.47	8.AY	68.53
AVG	67.89	10.KU	67.39	AVG	67.43	10. VN	70.30	9.EY	67.82
10.KU	66.90	11.KL	67.31	10.CZ	63.23	11. KU	69.47	10.TK	67.49
11.SU	66.50	AVG	66.53	11.LH	63.09	AVG	68.48	11.TG	66.55
12.LX	64.51	12.TG	66.28	12.VN	62.48	12. KL	65.48	12.KU	65.84
13.TG	64.47	13.LX	63.35	13.EY	62.29	13. TK	64.93	13.SV	65.03
14.VN	62.81	14.CX	63.33	14.KL	61.10	14. EY	63.63	14.VN	64.97
15.KL	62.65	15.LH	61.57	15.KU	60.96	15. LH	61.80	15.CX	64.75
16.LH	59.51	16.AF	59.05	16.LX	59.82	16. BA	57.77	16.AF	61.27
17.CZ	58.71	17.VN	58.33	17.SV	58.83	17. AF	56.55	17.LH	60.64
18.AF	56.63	18.SV	55.00	18.BA	58.41	18. CZ	55.19	18.LX	58.77
19.BA	54.73	19.CZ	53.45	19.AF	57.65	19. SV	53.10	19.BA	50.60
20.SV	54.04	20.BA	49.88	20.AI	45.29	20. AI	51.47		
21.AI	53.71	21.AI	46.23						

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Airline Performance

Business Class

Weighted Sample Size

Overall Satisfaction Airline Performance Index Benchmarking /Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.SQ	90.41	1.JL	92.02	1.JL	89.97	1. JL	89.41	1.QR	93.88
2.JL	88.07	2.QR	90.59	2.CX	87.11	2. QR	86.06	2.VS	88.48
3.QR	87.28	3.SQ	89.93	3.QR	87.05	3. SQ	83.73	3.JL	85.88
4.AY	80.07	4.VS	81.39	4.SQ	85.22	4. EK	82.07	4.EK	82.12
5.CX	79.22	5.SU	79.60	5.VS	84.72	5. VN	80.18	5.SQ	79.71
6.EK	76.60	6.VN	79.18	6.EK	83.52	6. AY	79.11	6.VN	79.55
7.VS	75.16	7.KL	79.05	7.AY	79.11	7. VS	78.49	7.CZ	75.03
8.KU	75.00	8.EK	78.81	8.KU	76.67	8. CX	76.76	8.EY	73.61
9.SU	74.21	9.AY	78.15	9.VN	72.99	9. LX	74.82	AVG	73.11
10.EY	72.49	10.TK	77.58	AVG	71.13	10. KU	72.73	9.AY	73.06
11.TK	72.16	11.EY	75.24	10.TK	69.28	AVG	71.72	10.KL	73.03
AVG	70.48	12.CZ	74.72	11.TG	69.17	11. EY	70.00	11.LH	71.68
12.LX	68.82	AVG	74.17	12.CZ	67.17	12. TK	69.81	12.TK	71.28
13.VN	68.81	13.CX	73.89	13.KL	66.63	13. KL	69.58	13.LX	71.13
14.AI	66.56	14.TG	73.27	14.LH	63.16	14. TG	67.45	14.KU	70.83
15.KL	63.49	15.LX	71.48	15.SV	62.52	15. BA	67.22	15.SV	68.73
16.CZ	60.68	16.LH	64.55	16.AF	58.67	16. LH	67.15	16.CX	66.17
17.AF	59.51	17.SV	58.85	17.EY	57.83	17. CZ	64.04	17.TG	63.38
18.LH	58.51	18.AF	57.99	18.BA	56.62	18. SV	53.20	18.AF	59.02
19.TG	57.05	19.AI	52.94	19.LX	56.14	19. AF	50.91	19.BA	48.70
20.BA	56.27	20.KU	52.00	20.AI	49.16	20. AI	48.48		
21.SV	54.87	21.BA	50.84						

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Airline Performance

Economy Class

Weighted Sample Size

Overall Satisfaction Airline Performance Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	94.76	1.JL	92.19	1.JL	88.28	1. JL	87.54	1.JL	89.04
2.QR	83.39	2.SQ	76.89	2.QR	82.99	2. SQ	85.07	2.QR	83.28
3.EK	81.86	3.EK	75.51	3.EK	82.82	3. QR	83.04	3.SQ	78.75
4.SQ	80.83	4.QR	73.92	4.SQ	79.42	4. EK	79.49	4.EK	78.73
5.AY	73.98	5.VS	69.86	5.AY	71.60	5. AY	78.92	5.VS	71.32
6.VS	71.87	6.TK	68.62	6.VS	69.10	6. TG	74.13	6.CZ	68.89
7.EY	71.67	7.KU	68.40	7.TG	68.78	7. LX	71.05	7.TG	68.48
8.TG	68.23	8.AY	67.60	8.CX	68.41	8. CX	70.14	8.KL	67.27
9.CX	67.76	9.EY	66.18	9.TK	66.80	9. KU	69.13	AVG	66.94
AVG	66.53	10.SU	65.86	AVG	65.32	10. VS	68.61	9.AY	66.31
10.TK	66.22	AVG	62.82	10.EY	63.39	AVG	66.70	10.TK	65.58
11.KU	65.30	11.TG	62.02	11.LH	61.78	11. KL	63.41	11.EY	65.30
12.KL	62.24	12.KL	61.20	12.CZ	61.44	12. VN	62.64	12.KU	65.17
13.LX	61.50	13.AF	60.73	13.LX	61.37	13. TK	62.57	13.CX	63.84
14.SU	60.77	14.LH	59.22	14.BA	59.39	14. AF	60.53	14.SV	62.42
15.VN	58.58	15.LX	58.39	15.KU	58.63	15. EY	59.83	15.AF	60.78
16.CZ	57.47	16.CX	57.17	16.KL	58.39	16. LH	54.66	16.VN	57.08
17.LH	57.32	17.SV	52.78	17.VN	57.53	17. SV	53.02	17.LH	54.53
18.AF	56.29	18.VN	50.08	18.SV	57.04	18. CZ	52.22	18.LX	52.42
19.BA	55.15	19.CZ	47.64	19.AF	56.62	19. AI	52.16	19.BA	49.77
20.SV	53.74	20.BA	47.46	20.AI	44.68	20. BA	48.71		
21.AI	50.58	21.AI	45.38						

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Value for Money

Total Class

Weighted Sample Size

Overall Rating for Value for Money Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	84.97	1.JL	85.03	1.JL	79.32	1. QR	76.55	1.JL	78.46
2.QR	79.01	2.QR	77.21	2.QR	76.13	2. JL	75.51	2.QR	78.11
3.EK	71.46	3.SQ	73.22	3.EK	70.51	3. AY	70.70	3.CZ	70.84
4.EY	71.38	4.TK	70.20	4.AY	69.72	4. SQ	69.68	4.EK	70.78
5.AY	70.27	5.EK	68.93	5.SQ	66.14	5. KU	69.34	5.SQ	68.16
6.SQ	69.77	6.EY	68.83	6.CX	65.32	6. EK	68.90	6.KU	66.40
7.KU	68.80	7.VS	68.43	7.TK	64.92	7. VS	63.87	7.VS	65.66
8.CX	66.04	8.KU	68.30	8.CZ	62.04	8. VN	62.99	8.AY	63.55
9.VS	64.88	9.AY	66.60	9.KU	60.82	9. LX	61.19	AVG	61.87
10.SU	64.88	10.SU	64.58	10.TG	60.66	10. TK	60.97	9.EY	61.85
11.TK	64.08	AVG	63.02	AVG	60.13	AVG	60.55	10.TK	61.62
AVG	62.30	11.TG	60.61	11.VS	59.51	11. KL	59.13	11.KL	60.54
12.VN	61.19	12.KL	60.57	12.VN	57.44	12. TG	58.43	12.SV	60.15
13.TG	59.29	13.LX	60.41	13.EY	56.83	13. CX	58.41	13.TG	59.84
14.AI	57.56	14.CZ	57.97	14.SV	55.47	14. EY	56.82	14.CX	59.80
15.CZ	56.48	15.VN	57.52	15.KL	54.40	15. CZ	56.77	15.VN	58.24
16.LX	55.48	16.CX	56.67	16.LX	52.37	16. AI	51.66	16.LX	53.98
17.KL	53.93	17.SV	56.02	17.BA	51.58	17. SV	50.23	17.AF	49.62
18.BA	49.57	18.AI	54.72	18.LH	49.23	18. LH	49.90	18.LH	46.65
19.SV	48.47	19.AF	53.25	19.AI	47.15	19. BA	47.67	19.BA	41.70
20.AF	47.64	20.LH	50.41	20.AF	44.43	20. AF	45.14		
21.LH	44.44	21.BA	44.26						

Value for Money

Business Class

Weighted Sample Size

Overall Rating for Value for Money Customer Satisfaction Index Benchmarking / Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.QR	79.49	1.QR	87.66	1.VS	81.43	1. QR	79.19	1.QR	85.92
2.JL	79.31	2.JL	87.05	2.JL	80.75	2. JL	78.59	2.JL	78.30
3.KU	77.78	3.CZ	78.93	3.QR	75.52	3. VN	75.81	3.VS	76.22
4.AI	75.77	4.SQ	77.63	4.CX	73.08	4. VS	74.11	4.AY	69.56
5.SU	71.95	5.VN	75.72	5.TK	70.58	5. AY	72.00	5.SQ	69.21
6.AY	71.67	6.EK	75.04	6.AY	70.55	6. EK	68.43	6.EK	67.04
7.TK	70.79	7.TK	74.87	7.KU	70.00	7. EY	66.69	7.TK	66.83
8.EK	69.31	8.AY	72.17	8.VN	66.29	8. KL	66.56	8.CZ	66.60
9.EY	68.11	9.EY	71.07	9.SQ	65.88	9. TK	66.06	9.EY	66.04
10.SQ	65.82	10.SU	70.25	10.EK	64.23	10. KU	65.91	10.VN	64.05
11.CX	65.10	11.KL	68.04	11.CZ	60.60	AVG	62.51	11.SV	64.05
12.VN	64.42	AVG	67.12	AVG	60.42	11. SQ	61.69	AVG	63.13
13.VS	61.74	12.VS	66.85	12.KL	56.36	12. CX	60.64	12.LX	62.55
AVG	60.92	13.TG	65.69	13.SV	55.24	13. LX	60.55	13.KU	62.50
14.CZ	56.23	14.AI	61.76	14.EY	53.17	14. TG	57.40	14.KL	61.06
15.LX	54.36	15.CX	59.72	15.AI	51.27	15. AI	54.83	15.CX	54.45
16.AF	48.60	16.LX	57.34	16.TG	50.46	16. CZ	53.97	16.LH	53.30
17.TG	47.32	17.KU	56.00	17.LX	45.68	17. BA	53.81	17.TG	51.33
18.BA	47.12	18.SV	55.67	18.BA	44.83	18. LH	50.83	18.AF	48.10
19.KL	46.88	19.LH	54.07	19.LH	44.71	19. SV	46.30	19.BA	38.06
20.SV	43.85	20.AF	45.53	20.AF	39.94	20. AF	43.00		
21.LH	36.01	21.BA	44.18						

Value for Money

Economy Class

Weighted Sample Size

Overall Rating for Value for Money Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	87.32	1.JL	84.13	1.JL	80.09	1. QR	75.42	1.JL	79.29
2.QR	78.55	2.QR	72.54	2.QR	75.84	2. JL	73.37	2.QR	74.23
3.EY	72.78	3.SQ	70.35	3.EK	72.92	3. SQ	72.93	3.EK	72.86
4.EK	72.46	4.KU	69.09	4.SQ	70.30	4. AY	70.04	4.CZ	71.79
5.SQ	72.46	5.VS	68.48	5.AY	69.31	5. KU	70.02	5.SQ	69.90
6.CX	70.08	6.TK	67.91	6.TG	64.67	6. EK	69.32	6.KU	66.49
7.AY	69.58	7.EY	66.77	7.CZ	62.75	7. VS	63.45	7.TG	64.23
8.KU	68.24	8.EK	65.45	8.TK	62.17	8. LX	61.16	8.CX	62.38
9.VS	65.90	9.AY	63.81	9.CX	61.70	AVG	60.14	9.VS	61.71
10.TG	65.61	10.SU	61.92	AVG	60.40	9. TG	59.40	AVG	61.39
AVG	63.37	AVG	61.37	10.KU	59.71	10. TK	58.51	10.AY	60.60
11.TK	60.79	11.LX	60.98	11.EY	57.86	11. CZ	57.79	11.KL	60.28
12.SU	60.38	12.AF	58.85	12.LX	56.11	12. CX	56.51	12.EY	60.01
13.VN	60.18	13.TG	57.22	13.SV	55.32	13. VN	56.29	13.TK	58.99
14.KL	57.41	14.KL	56.69	14.BA	55.29	14. KL	55.39	14.SV	57.59
15.CZ	56.29	15.CX	56.40	15.VS	54.11	15. SV	51.57	15.VN	54.77
16.LX	55.43	16.SV	55.72	16.LH	53.81	16. EY	51.07	16.LX	49.85
17.AI	53.20	17.AI	53.82	17.KL	53.44	17. AI	50.56	17.AF	46.59
18.SV	51.39	18.CZ	52.24	18.VN	52.52	18. AF	48.91	18.LH	42.31
19.AF	51.13	19.LH	50.74	19.AF	46.95	19. LH	48.47	19.BA	41.10
20.BA	51.02	20.VN	49.46	20.AI	46.48	20. BA	45.19		
21.LH	47.25	21.BA	43.60						

Select Airline for Next Trip

Total Class

Weighted Sample Size

Overall Rating for Select Airline for Next Trip Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.EK	91.58	1.EK	90.50	1.QR	90.24	1. SQ	90.42	1. QR	87.93
2.SQ	90.61	2.SQ	89.48	2.EK	88.15	2. AY	87.41	2. AY	87.52
3.QR	89.91	3.AY	87.99	3.SQ	88.01	3. EK	86.72	3. EK	86.20
4.JL	88.74	4.QR	87.56	4.AY	87.94	4. QR	85.51	4. SQ	86.11
5.AY	88.14	5.JL	85.11	5.VN	86.57	5. KL	84.96	5. JL	85.23
6.VN	84.16	6.TK	83.94	6.KL	84.15	6. JL	84.36	6. TG	82.42
7.TG	83.48	7.VN	82.42	7.CX	83.93	7. LH	81.96	7. VS	81.37
8.SU	82.30	8.SU	81.80	8.JL	82.52	8. VN	81.84	8. KL	79.57
9.VS	81.91	9.KL	80.87	9.TG	82.34	9. TG	79.92	AVG	78.80
AVG	79.56	10.CX	80.59	10.LH	81.32	10. CX	79.41	9. CZ	77.84
10.CX	79.31	11.TG	80.53	11.VS	79.71	11. TK	78.83	10. TK	77.84
11.TK	79.26	12.AF	80.00	12.TK	79.12	12. LX	78.77	11. LH	77.64
12.LX	78.16	AVG	79.37	AVG	78.97	13. KU	78.05	12. AF	77.64
13.LH	78.00	13.VS	78.62	13.EY	76.38	AVG	77.51	13. EY	77.01
14.KL	77.80	14.EY	77.78	14.LX	74.74	14. VS	75.53	14. VN	76.16
15.EY	76.53	15.LX	77.53	15.CZ	73.12	15. EY	69.38	15. CX	75.33
16.KU	72.97	16.LH	76.99	16.AF	71.73	16. CZ	68.10	16. KU	75.14
17.AF	71.73	17.KU	73.02	17.KU	71.35	17. AF	68.02	17. SV	72.96
18.SV	70.28	18.SV	71.45	18.SV	71.32	18. BA	67.62	18. LX	72.57
19.CZ	69.83	19.BA	70.99	19.BA	70.90	19. SV	65.01	19. BA	62.68
20.BA	69.51	20.AI	66.25	20.AI	57.45	20. AI	62.85		
21.AI	67.40	21.CZ	65.31						

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Select Airline for Next Trip

Business Class

Weighted Sample Size

Overall Rating for Select Airline for Next Trip Customer Satisfaction Index Benchmarking / Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.SQ	94.97	1.QR	93.06	1.SQ	93.74	1. AY	92.35	1. QR	94.81
2.EK	92.69	2.SQ	92.18	2.VN	93.06	2. SQ	91.02	2. VS	89.82
3.QR	92.36	3.EK	91.58	3.CX	92.67	3. EK	90.23	3. AY	89.04
4.JL	90.41	4.KL	89.57	4.AY	92.33	4. KL	87.73	4. SQ	86.58
5.SU	90.00	5.AY	88.42	5.EK	88.71	5. JL	87.03	5. JL	84.20
6.VS	89.11	6.TK	87.93	6.VS	88.16	6. QR	85.98	6. EK	82.90
7.VN	87.78	7.JL	87.42	7.QR	87.82	7. LH	84.71	7. EY	82.46
8.AI	87.66	8.SU	87.20	8.JL	86.70	8. VN	84.36	8. VN	81.72
9.TG	84.76	9.CZ	85.95	9.KL	85.97	9. TG	83.75	9. TG	80.94
10.AY	84.06	10.LX	85.39	10.LH	85.93	10. VS	82.19	10. KL	80.89
11.KL	83.09	11.AF	85.30	AVG	82.32	11. KU	81.82	AVG	80.82
AVG	82.50	12.VS	85.27	11.TK	81.22	AVG	81.47	11. LX	80.76
12.CX	81.75	AVG	84.07	12.TG	81.10	12. TK	81.15	12. LH	80.02
13.LX	81.62	13.VN	83.70	13.LX	78.55	13. LX	80.88	13. CZ	79.76
14.KU	80.56	14.CX	82.36	14.KU	76.67	14. CX	80.53	14. KU	79.17
15.LH	79.08	15.LH	80.77	15.CZ	75.98	15. CZ	77.89	15. SV	79.00
16.EY	77.24	16.EY	79.50	16.AF	75.47	16. BA	77.15	16. CX	76.29
17.SV	76.30	17.TG	77.39	17.SV	72.85	17. EY	75.28	17. TK	75.60
18.TK	73.59	18.SV	76.09	18.EY	71.76	18. AF	73.62	18. AF	72.81
19.BA	72.12	19.BA	73.24	19.BA	68.50	19. SV	69.60	19. BA	61.02
20.AF	70.82	20.KU	64.00	20.AI	56.09	20. AI	52.31		
21.CZ	68.62	21.AI	58.82						

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Select Airline for Next Trip

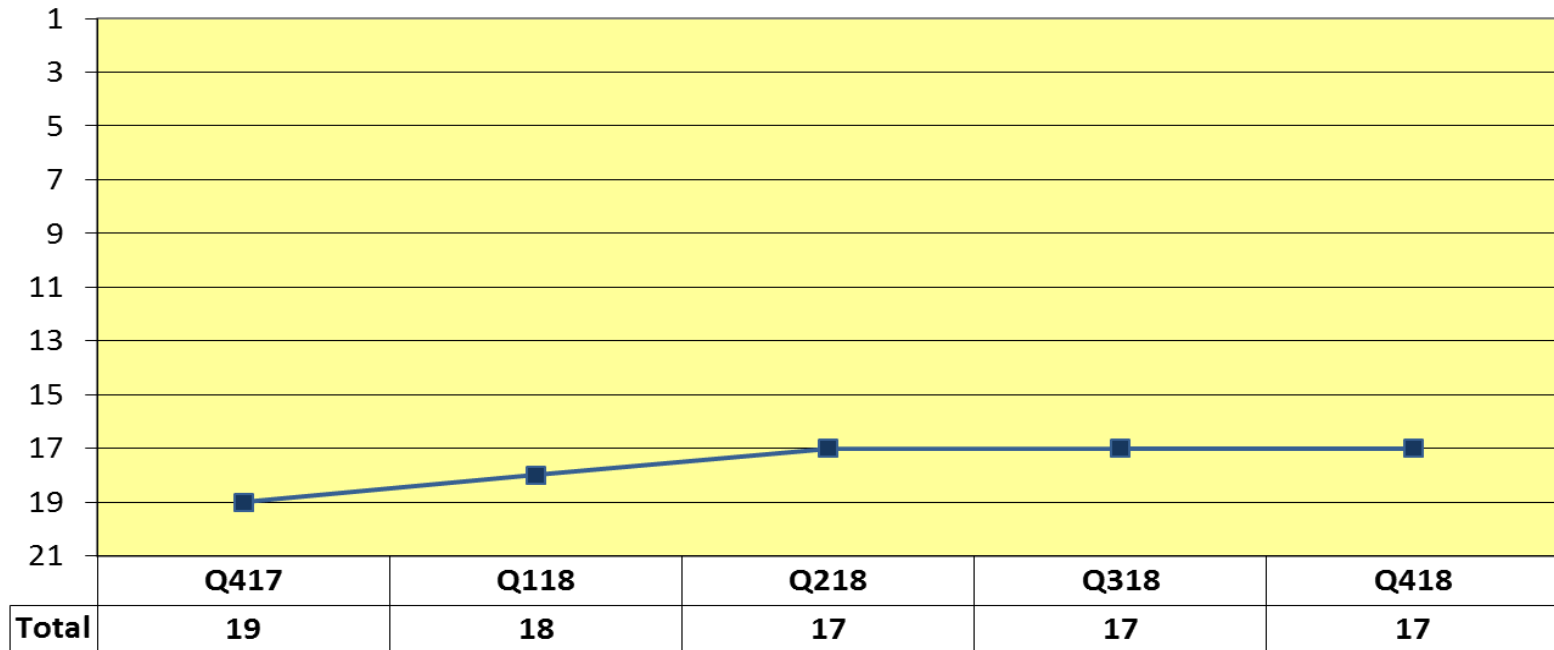
Economy Class

Weighted Sample Size

Overall Rating for Select Airline for Next Trip Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.EK	90.86	1.EK	90.50	1.QR	91.19	1. SQ	91.23	1. EK	87.96
2.AY	90.15	2.SQ	89.48	2.EK	87.83	2. QR	85.56	2. SQ	86.80
3.QR	88.85	3.AY	87.99	3.AY	85.76	3. AY	84.92	3. AY	86.77
4.SQ	87.87	4.QR	87.56	4.SQ	85.42	4. EK	84.88	4. JL	84.93
5.JL	85.87	5.JL	85.11	5.KL	83.26	5. KL	83.57	5. QR	84.72
6.TG	82.68	6.TK	83.94	6.VN	82.63	6. JL	82.12	6. TG	83.05
7.TK	82.04	7.VN	82.42	7.TG	81.69	7. VN	78.80	7. AF	82.52
8.VN	80.70	8.SU	81.80	8.CX	80.68	8. CX	78.50	8. TK	78.96
9.CX	80.20	9.KL	80.87	9.LH	79.98	9. KU	77.79	9. KL	78.91
10.SU	78.29	10.CX	80.59	10.JL	79.45	10. LH	77.74	AVG	77.51
AVG	77.82	11.TG	80.53	11.EY	78.46	11. TK	77.72	10. CZ	77.17
11.LX	76.40	12.AF	80.00	12.TK	78.11	12. LX	77.49	11. LH	74.98
12.VS	76.37	AVG	79.37	AVG	77.24	13. TG	77.43	12. CX	74.82
13.EY	76.09	13.VS	78.62	13.VS	74.95	AVG	75.56	13. KU	74.71
14.KL	75.20	14.EY	77.78	14.AF	72.87	14. VS	72.10	14. EY	74.35
15.AF	74.11	15.LX	77.53	15.LX	72.68	15. EY	65.99	15. VS	73.40
16.LH	72.57	16.LH	76.99	16.CZ	71.60	16. AI	65.34	16. VN	71.52
17.KU	71.52	17.KU	73.02	17.KU	70.52	17. AF	64.87	17. SV	69.18
18.CZ	70.04	18.SV	71.45	18.SV	70.12	18. CZ	64.31	18. LX	67.70
19.BA	69.75	19.BA	70.99	19.BA	69.65	19. SV	62.99	19. BA	59.72
20.SV	66.37	20.AI	66.25	20.AI	57.57	20. BA	60.78		
21.AI	62.61	21.CZ	65.31						

Overall Website Ranking Trend Analysis (Ranked by Customer Satisfaction Index)

Overall Rating for Website



Website

Total Class

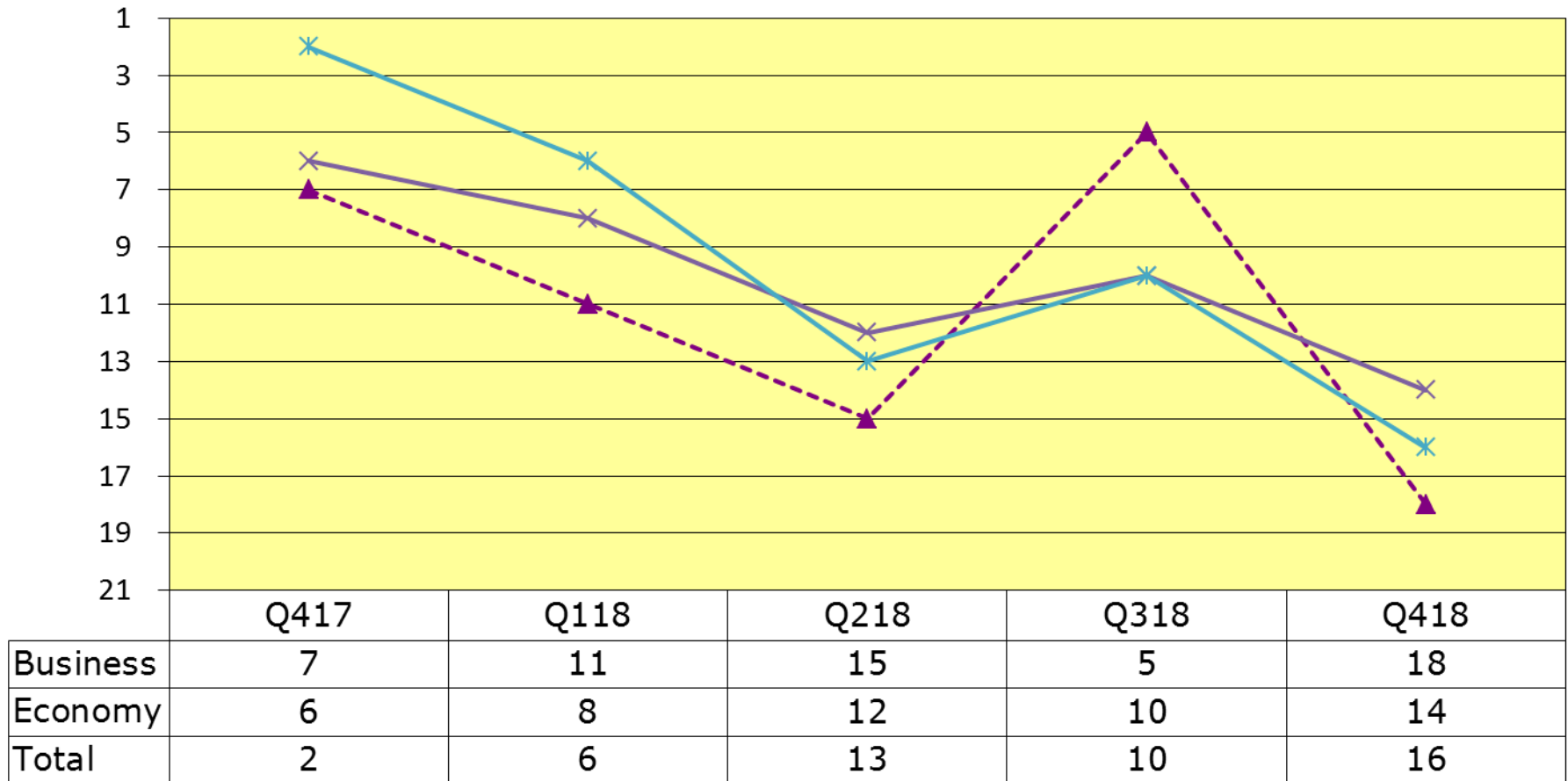
Weighted Sample Size

Overall Rating for Website Customer Satisfaction Index Benchmarking/Total Class (Q417 – Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.EK	76.97	1.SQ	76.68	1.EK	78.35	1. EK	81.24	1.EK	80.14
2.JL	72.10	2.EK	75.77	2.QR	70.86	2. SQ	77.71	2.KL	77.67
3.AF	70.94	3.VS	70.74	3.SQ	70.70	3. JL	74.32	3.QR	73.01
4.KL	69.85	4.JL	69.49	4.SV	70.00	4. QR	68.36	4.VS	71.72
5.SQ	69.53	5.KL	68.51	5.JL	69.13	5. AY	67.30	5.SQ	67.77
6.QR	67.77	6.QR	68.18	6.KL	66.56	6. VS	66.10	6.KU	66.83
7.LX	64.56	7.SV	67.86	7.VS	65.62	7. SV	65.35	7.SV	66.74
8.VS	64.05	8.SU	64.49	8.LX	65.43	8. LX	63.86	8.JL	66.20
9.SU	63.45	9.KU	63.75	9.CX	64.47	9. KL	63.39	AVG	62.91
10.BA	63.29	10.AF	63.60	AVG	61.98	10. LH	63.31	9.CX	62.30
11.LH	62.70	11.LX	61.43	10.BA	61.85	AVG	61.79	10.BA	62.08
12.SV	60.82	AVG	60.62	11.EY	61.41	11. TK	61.46	11.LH	61.16
13.EY	60.53	12.EY	59.96	12.AF	61.33	12. KU	60.58	12.LX	60.68
AVG	59.79	13.LH	57.98	13.LH	60.23	13. BA	59.05	13.TK	58.90
14.AY	56.22	14.AY	57.27	14.TK	59.83	14. CX	58.43	14.AY	57.92
15.CX	55.56	15.TK	56.57	15.AY	58.70	15. AF	56.97	15.AF	56.89
16.KU	55.15	16.BA	56.46	16.KU	58.42	16. EY	55.30	16.EY	53.38
17.TK	51.83	17.CX	55.23	17.TG	53.37	17. TG	54.02	17.TG	52.63
18.VN	50.53	18.TG	53.86	18.VN	46.37	18. VN	52.23	18.CZ	46.79
19.TG	45.30	19.VN	43.31	19.CZ	40.97	19. CZ	39.91	19.VN	41.56
20.AI	35.71	20.AI	33.75	20.AI	40.96	20. AI	35.43		
21.CZ	28.22	21.CZ	32.01						

Overall Reservation Ranking Trend Analysis (Ranked by Customer Satisfaction Index)

Overall Rating for Reservation



-▲- Business
 -×- Economy
 -✱- Total

Reservation

Total Class

Weighted Sample Size

Overall Rating for Reservation Customer Satisfaction Index Benchmarking/Total Class (Q417 – Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	95.22	1.AY	100.00	1.JL	86.11	1. JL	88.95	1.QR	86.05
2.TG	94.77	1.SQ	100.00	2.EK	85.89	2. EK	86.18	2.EK	85.45
3.VS	89.51	1.VS	100.00	3.QR	85.67	3. SQ	85.63	3.JL	84.79
4.SU	87.40	4.EY	95.40	4.SQ	83.52	4. KL	81.17	4.VS	82.88
5.LX	82.23	5.EK	91.14	5.CX	83.45	5. QR	81.13	5.SQ	81.89
6.KU	81.13	6.TG	90.46	6.VS	79.32	6. CX	80.84	6.KL	81.57
7.CZ	80.47	7.KL	87.12	7.AY	77.87	7. AY	79.60	7.AF	76.49
8.AF	78.56	8.AF	86.12	8.LH	75.62	8. VS	79.58	8.LH	76.45
9.AY	77.90	9.QR	83.52	AVG	75.41	9. LX	79.26	AVG	76.22
10.EY	77.12	10.TK	83.20	9.KL	75.19	10. TG	78.73	9.CX	75.79
AVG	76.53	11.BA	83.07	10.EY	74.38	AVG	76.07	10.SV	74.23
11.SV	75.66	12.KU	81.32	11.BA	73.88	11. EY	75.24	11.KU	73.91
12.LH	72.90	AVG	79.32	12.TK	73.34	12. TK	74.48	12.LX	73.32
13.BA	72.20	13.VN	78.16	13.TG	72.83	13. VN	73.77	13.AY	73.07
14.QR	69.89	14.LX	78.11	14.LX	72.42	14. KU	73.19	14.EY	73.06
15.KL	69.72	15.SV	76.18	15.KU	71.47	15. LH	73.03	15.TK	71.67
16.CX	64.79	*16.CX	72.08	16.VN	71.27	16. AF	70.22	16.TG	71.35
17.VN	62.12	17.SU	71.56	17.AF	71.16	17. BA	68.60	17.VN	71.15
18.TK	61.32	*18.LH	63.28	18.SV	70.74	18. CZ	64.68	18.BA	69.53
19.EK	52.36	19.JL	57.36	19.CZ	64.10	19. SV	61.87	19.CZ	63.69
20.AI	40.64	20.AI	33.27	20.AI	57.28	20. AI	59.17		
21.SQ	36.96	21.CZ	22.13						

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Reservation

Business Class

Weighted Sample Size

Overall Rating for Reservation Customer Satisfaction Index Benchmarking/Business Class (Q417 – Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.AF	100.00	1.SU	100.00	1.CX	92.95	1. CX	90.97	1.VS	94.59
1.BA	100.00	1.AF	100.00	2.VS	91.54	2. EK	89.46	2.KU	90.91
1.JL	100.00	*1.LX	100.00	3.EK	88.76	3. JL	89.28	3.QR	87.77
1.KU	100.00	*1.EK	100.00	4.SQ	88.57	4. KL	88.48	4.LX	85.92
1.SQ	100.00	*1.AY	100.00	5.QR	86.97	5. TG	87.80	5.KL	83.39
6.SV	98.35	*1.SQ	100.00	6.JL	86.69	6. SQ	85.18	6.JL	82.50
7.TG	94.62	1.VS	100.00	7.BA	86.57	7. EY	84.94	7.EK	82.28
8.SU	90.58	*1.VN	100.00	8.LH	80.08	8. VS	84.89	8.LH	81.95
9.AY	88.92	9.SV	94.45	9.KU	79.31	9. VN	83.63	9.SQ	81.59
AVG	79.02	10.BA	91.37	10.TK	79.08	AVG	79.65	10.VN	81.31
6.LX	79.00	11.TG	90.28	11.VN	78.86	10. LX	79.41	11.CX	80.45
7.TK	78.49	AVG	87.47	AVG	78.23	11. AY	79.14	AVG	78.49
8.VS	75.47	*12.EY	85.54	12.AY	76.94	12. TK	78.50	12.SV	77.62
9.LH	65.36	13.KL	78.99	13.KL	70.85	13. LH	76.04	13.EY	76.25
10.KL	63.69	14.TK	78.86	14.SV	69.52	14. BA	73.45	14.AF	74.76
11.VN	62.56	15.KU	75.00	15.TG	68.74	15. QR	71.66	15.AY	73.90
12.QR	58.24	*16.CX	72.08	16.EY	68.42	16. AF	68.93	16.TK	70.06
13.EY	49.40	17.JL	54.36	17.LX	67.76	17. KU	68.42	17.BA	67.80
14.CX	40.59	*18.QR	52.22	18.AF	66.06	18. SV	63.75	18.TG	67.57
15.AI	39.92	19.CZ	50.00	19.CZ	64.76	19. CZ	63.12	19.CZ	56.52
16.EK	16.52	*20.LH	50.00	20.AI	61.55	20. AI	60.11		
17.CZ	0.00								

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Reservation

Economy Class

Weighted Sample Size

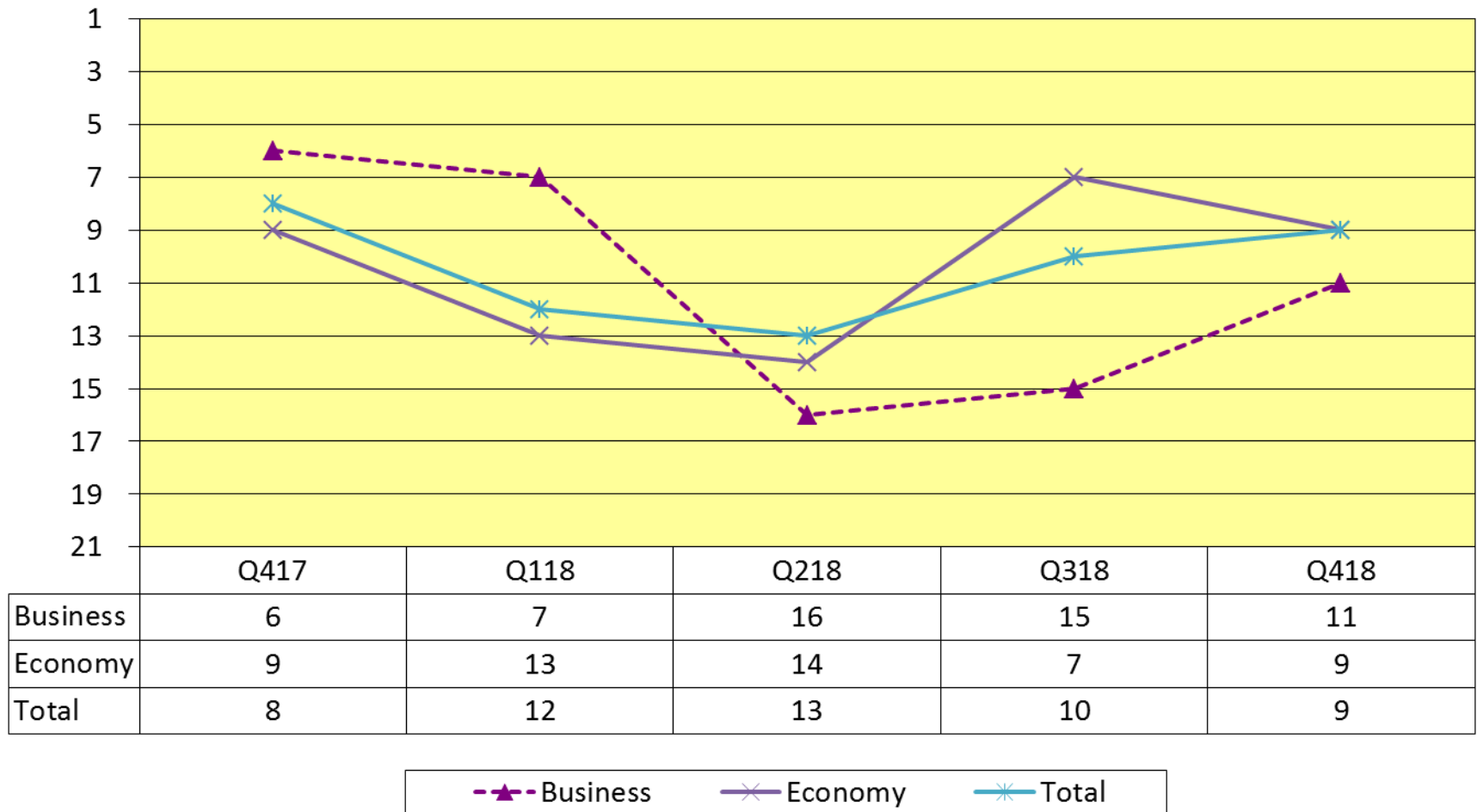
Overall Rating for Reservation Customer Satisfaction Index Benchmarking/Economy Class (Q417 – Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.LX	100.00	*1.AY	100.00	1.JL	85.87	1. JL	88.44	1.EK	87.04
1.LH	100.00	1.KL	100.00	2.EK	84.84	2. SQ	85.86	2.QR	86.64
1.VS	100.00	*1.LH	100.00	3.QR	84.68	3. QR	85.01	3.JL	84.61
1.QR	100.00	*1.SQ	100.00	4.SQ	80.76	4. EK	84.50	4.SQ	82.15
1.EY	100.00	*1.VS	100.00	5.AY	78.31	5. AY	79.85	5.AF	81.07
6.TG	94.42	*1.QR	100.00	6.CX	77.82	6. LX	78.44	6.KL	80.74
7.JL	86.54	*1.EY	100.00	7.KL	77.22	7. KL	77.83	7.VS	77.39
8.CZ	84.79	8.TG	90.65	8.EY	75.50	8. VS	76.99	AVG	75.08
9.KL	79.82	9.EK	90.05	9.VS	75.37	9. CX	75.62	8.SV	73.01
AVG	73.62	10.TK	85.87	10.LH	75.36	10. TG	74.76	9.LH	72.94
10.KU	73.36	11.KU	83.63	11.LX	74.76	11. KU	74.48	10.CX	72.78
11.VN	73.31	*12.BA	81.72	AVG	73.82	AVG	74.28	11.AY	72.66
12.SU	68.87	*13.VN	79.28	12.TG	73.40	12. TK	72.66	12.TK	72.42
13.EK	68.34	AVG	72.47	13.AF	72.96	13. AF	72.48	13.KU	72.37
14.SV	61.79	14.AF	72.12	14.TK	70.76	14. EY	70.38	14.TG	72.26
15.CX	61.20	15.SV	61.78	15.SV	70.35	15. VN	69.22	15.EY	71.64
16.AF	58.68	*16.JL	61.61	16.KU	69.91	16. LH	67.75	16.BA	70.01
17.AY	54.13	17.LX	59.05	17.VN	67.11	17. CZ	64.53	17.LX	66.89
18.BA	52.03	18.AI	33.27	18.BA	66.86	18. BA	62.06	18.CZ	65.60
19.AI	42.36	*19.SU	21.21	19.CZ	63.60	19. SV	60.91	19.VN	65.53
20.TK	37.42	20.CZ	0.00	20.AI	56.19	20. AI	59.05		
21.SQ	0.00								

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Overall Check-in Ranking Trend Analysis (Ranked by Customer Satisfaction Index)

Overall Rating for Check-in



Check-in

Total Class

Weighted Sample Size

Overall Rating for Check-in Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	85.65	1.VS	88.42	1.QR	83.97	1. JL	85.92	1.EK	86.10
2.SQ	83.58	2.SQ	86.30	2.EK	82.62	2. SQ	85.82	2.VS	82.92
3.VS	83.14	3.JL	85.44	3.JL	81.98	3. EK	82.83	3.AY	82.17
4.QR	83.04	4.QR	84.37	4.LX	81.08	4. QR	82.45	4.JL	82.14
5.EK	81.51	5.LH	79.22	5.CX	80.47	5. LH	81.07	5.KL	80.77
6.EY	80.12	6.KL	79.03	6.SQ	79.19	6. LX	80.21	6.SQ	79.98
7.CX	77.61	7.AY	77.12	7.LH	78.06	7. BA	78.14	7.QR	79.18
8.TG	77.21	8.EK	76.62	8.BA	77.12	8. AY	78.08	8.CX	78.02
9.AF	76.47	9.LX	75.15	9.KL	77.10	9. KL	77.88	9.TG	76.50
10.BA	76.37	10.EY	75.02	10.VS	76.10	10. TG	76.98	AVG	74.88
11.LX	75.73	11.CX	74.81	11.AY	75.35	11. VS	76.47	10.LH	74.55
12.AY	74.65	12.TG	74.49	12.SV	74.35	12. CX	75.82	11.BA	73.32
13.KL	74.33	AVG	74.41	AVG	74.13	13. KU	75.12	12.LX	72.84
AVG	74.24	13.BA	73.37	13.TG	69.68	AVG	75.01	13.CZ	72.15
14.SU	71.78	14.SU	72.43	14.EY	69.08	14. EY	72.23	14.KU	70.14
15.LH	69.42	15.KU	71.39	15.VN	68.77	15. VN	70.78	15.SV	69.77
16.VN	68.56	16.AF	71.00	16.TK	68.75	16. TK	70.31	16.VN	66.76
17.KU	66.56	17.TK	70.45	17.KU	68.25	17. SV	68.42	17.EY	66.30
18.SV	66.34	18.SV	67.75	18.CZ	67.76	18. CZ	65.38	18.AF	66.01
19.TK	65.21	19.VN	67.15	19.AF	67.23	19. AF	62.82	19.TK	65.00
20.CZ	64.74	20.CZ	58.92	20.AI	54.62	20. AI	55.99		
21.AI	57.61	21.AI	55.19						

Check-in

Business Class

Weighted Sample Size

Overall Rating for Check-in Customer Satisfaction Index Benchmarking / Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.SQ	90.69	1.SQ	93.23	1.VS	90.83	1. JL	92.18	1.VS	98.00
2.EY	90.43	2.VS	91.86	2.CX	90.16	2. SQ	91.04	2.KL	90.84
3.AF	86.53	3.KL	90.02	3.JL	85.97	3. CX	87.70	3.EK	85.85
4.VS	85.81	4.QR	89.79	4.LX	85.20	4. VS	86.95	4.LX	84.89
5.JL	84.58	5.JL	86.20	5.EK	82.94	5. LX	86.55	5.QR	84.53
6.TG	84.50	6.LH	85.06	6.LH	82.20	6. EK	86.01	6.AY	84.51
7.QR	83.18	7.TG	84.58	7.SQ	81.86	7. KU	84.09	7.JL	83.94
8.CX	81.91	8.BA	84.18	8.QR	81.20	8. LH	83.90	8.KU	83.33
9.EK	80.54	9.VN	83.56	9.TK	80.75	9. QR	83.73	9.SQ	83.30
AVG	79.16	10.LX	81.99	10.BA	80.70	10. VN	81.68	10.LH	80.94
10.SU	79.12	AVG	81.64	11.KL	80.38	11. EY	81.38	11.TG	79.92
11.AY	78.25	11.AY	81.43	12.AY	80.01	12. BA	81.10	AVG	79.51
12.AI	78.25	12.AF	79.68	AVG	79.39	13. AY	81.00	12.CX	77.51
13.VN	76.89	13.SU	78.95	13.VN	78.54	AVG	80.05	13.CZ	77.38
14.KL	76.02	14.CX	78.03	14.CZ	76.69	14. TK	77.42	14.SV	76.20
15.LX	75.68	15.TK	77.47	15.SV	72.91	15. TG	74.79	15.VN	75.64
16.BA	75.23	16.EY	76.84	16.TG	72.78	16. KL	73.82	16.BA	75.03
17.CZ	72.75	17.CZ	76.75	17.EY	71.92	17. SV	72.15	17.EY	67.13
18.SV	72.50	18.EK	73.65	18.AF	70.16	18. CZ	66.57	18.AF	66.69
19.KU	72.22	19.AI	70.59	19.KU	70.00	19. AF	62.67	19.TK	65.63
20.LH	70.19	20.SV	68.34	20.AI	64.63	20. AI	62.16		
21.TK	64.94	21.KU	68.00						

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Check-in

Economy Class

Weighted Sample Size

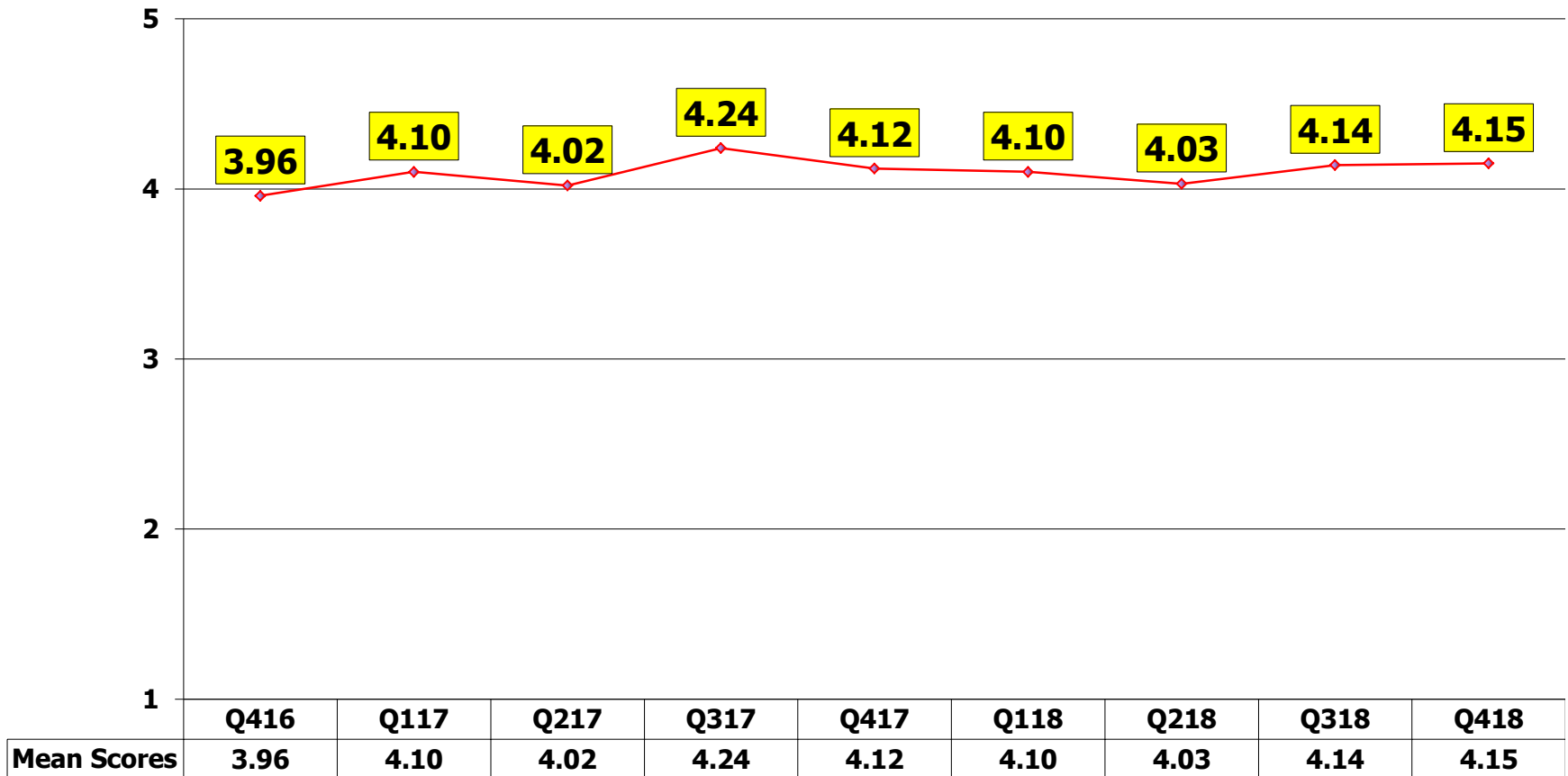
Overall Rating for Check-in Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	85.50	1.VS	86.65	1.QR	84.95	1. SQ	84.35	1.EK	86.38
2.QR	82.87	2.JL	85.35	2.EK	82.16	2. JL	82.45	2.AY	81.02
3.EK	82.12	3.SQ	83.52	3.LX	79.65	3. QR	81.59	3.JL	80.83
4.VS	80.61	4.QR	82.31	4.JL	79.49	4. EK	81.12	4.CX	77.25
5.SQ	79.88	5.EK	78.22	5.SQ	75.91	5. LH	80.76	5.SQ	76.98
6.CX	75.78	6.LH	76.18	6.KL	75.49	6. KL	79.91	6.QR	76.05
7.LX	75.16	7.AY	74.97	7.SV	75.08	7. TG	77.57	7.KL	75.71
8.EY	75.02	8.EY	73.85	8.LH	75.00	8. LX	76.86	8.VS	74.46
9.TG	74.17	9.KL	73.27	9.CX	74.98	9. AY	76.60	9.TG	74.44
10.KL	73.50	10.CX	71.62	10.BA	74.86	10. KU	74.02	AVG	72.35
11.AY	72.85	11.KU	71.53	11.AY	73.02	AVG	72.21	10.BA	72.18
12.BA	72.05	12.LX	71.11	AVG	71.06	11. BA	71.13	11.CZ	71.11
AVG	71.26	AVG	70.86	12.VS	70.11	12. VS	70.94	12.LH	70.47
13.AF	70.11	13.TG	68.80	13.KU	67.38	13. CX	67.74	13.KU	68.84
14.LH	67.71	14.SU	67.45	14.TG	66.90	14. EY	67.27	14.LX	67.62
15.SU	66.46	15.AF	67.33	15.EY	66.73	15. SV	66.95	15.SV	66.41
16.KU	66.04	16.BA	67.29	16.AF	65.10	16. TK	66.86	16.EY	66.21
17.VN	65.67	17.SV	67.28	17.CZ	64.17	17. CZ	64.99	17.TK	64.68
18.TK	65.34	18.TK	67.00	18.TK	62.92	18. AF	63.16	18.VN	63.93
19.SV	62.22	19.VN	60.14	19.VN	61.31	19. VN	62.62	19.AF	62.95
20.CZ	60.13	20.CZ	54.03	20.AI	52.37	20. AI	54.23		
21.AI	52.71	21.AI	53.22						

Overall Satisfaction with THAI Check-in (TG BKK Only)

Mean Scores Trend Analysis

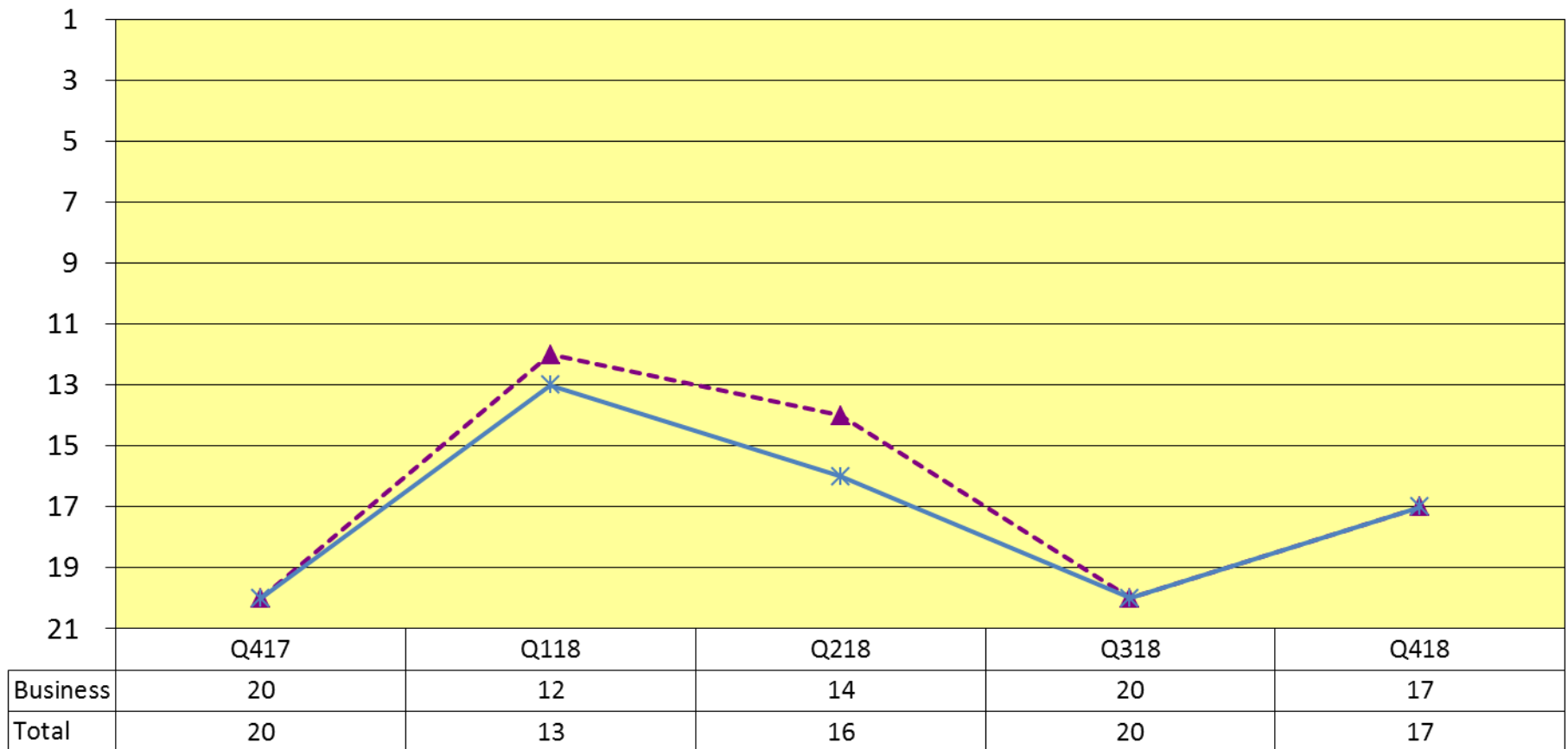
Total Class

Weighted Sample size



Overall Lounge Ranking Trend Analysis (Ranked by Customer Satisfaction Index)

Overall Rating for Lounge



--▲-- Business
 --*-- Total

Lounge

Total Class

Weighted Sample Size

Overall Rating for Lounge Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.EK	69.59	1.JL	74.12	1.VS	72.35	1. EK	74.90	1.VS	78.74
2.JL	67.65	2.EK	72.64	2.EK	72.23	2. JL	74.25	2.EK	70.10
3.TK	67.18	3.VS	67.98	3.JL	71.40	3. VS	69.54	3.CZ	63.06
4.EY	64.56	4.SQ	67.50	4.QR	66.86	4. TK	67.95	4.QR	62.91
5.VS	63.48	5.QR	65.37	5.CX	64.93	5. EY	65.56	5.EY	60.05
6.LX	57.48	6.CX	64.37	6.SQ	61.83	6. CX	59.30	6.JL	58.52
7.QR	56.33	7.TK	63.08	7.TK	60.58	7. SQ	57.87	7.CX	56.67
8.CX	55.88	8.LX	58.36	8.KU	54.74	8. QR	57.61	8.KU	55.28
9.SQ	51.82	9.EY	56.34	9.LX	54.17	9. CZ	56.13	9.LX	54.84
10.AF	51.69	AVG	51.78	AVG	52.00	AVG	52.33	AVG	52.05
AVG	49.97	10.KU	49.48	10.VN	50.71	10. KL	49.77	10.TK	51.59
11.KL	49.82	11.KL	49.24	11.AF	50.32	11. LX	48.90	11.KL	49.71
12.AY	46.50	12.LH	45.48	12.CZ	47.82	12. VN	46.77	12.SQ	48.73
13.LH	46.49	13.TG	44.61	13.AY	43.87	13. KU	45.84	13.BA	48.57
14.KU	43.28	14.AF	43.37	14.EY	43.36	14. BA	45.78	14.VN	45.39
15.BA	42.50	15.AY	42.54	15.BA	39.95	15. LH	44.82	15.LH	45.18
16.VN	41.25	16.VN	41.81	16.TG	38.86	16. AY	39.58	16.SV	44.84
17.AI	40.49	17.BA	41.18	17.LH	38.77	17. AF	39.52	17.TG	43.33
18.SV	38.07	18.SU	37.23	18.KL	38.11	18. SV	39.03	18.AF	42.05
19.CZ	37.99	19.SV	31.73	19.SV	37.05	19. AI	34.15	19.AY	34.61
20.TG	34.16	20.CZ	31.36	20.AI	36.70	20. TG	31.61		
21.SU	26.85	21.AI	28.03						

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Lounge

Business Class

Weighted Sample Size

Overall Rating for Lounge Customer Satisfaction Index Benchmarking / Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.EK	68.64	1.EK	72.93	1.JL	72.33	1. EK	72.71	1.VS	78.54
2.TK	63.77	2.QR	70.33	2.VS	71.55	2. JL	69.71	2.EK	68.70
3.EY	62.03	3.SQ	69.96	3.QR	70.32	3. EY	66.27	3.CZ	66.81
4.VS	60.27	4.JL	68.74	4.EK	66.26	4. TK	64.72	4.QR	64.58
5.QR	58.16	5.VS	68.70	5.CX	65.84	5. VS	63.81	5.EY	56.58
6.JL	57.05	6.CX	66.19	6.SQ	63.29	6. QR	60.85	6.CX	56.00
7.CX	56.53	7.TK	60.44	7.TK	55.16	7. CX	58.29	7.JL	54.52
8.SQ	51.06	8.LX	57.23	8.LX	51.75	8. SQ	56.40	8.LX	52.76
9.AF	50.62	9.EY	55.51	AVG	50.16	9. CZ	54.64	9.TK	51.30
10.LX	50.06	AVG	50.76	9.VN	49.54	AVG	50.04	AVG	50.19
AVG	46.75	10.VN	46.86	10.CZ	47.29	10. KL	47.50	10.LH	48.88
11.AY	43.43	11.KL	45.64	11.EY	43.96	11. BA	46.80	11.KL	47.12
12.BA	43.39	12.TG	44.15	12.AF	43.73	12. LX	45.01	12.SQ	45.15
13.AI	43.08	13.BA	41.53	13.AY	41.48	13. VN	44.38	13.VN	44.57
14.KU	42.86	14.AF	39.57	14.TG	37.21	14. LH	40.83	14.BA	43.36
15.KL	42.10	15.AY	38.47	15.KU	36.36	15. AY	39.96	15.KU	41.18
16.VN	41.45	16.LH	36.88	16.LH	36.28	16. AF	36.01	16.SV	40.55
17.LH	41.27	17.KU	35.00	17.SV	36.26	17. SV	35.96	17.TG	39.86
18.CZ	35.20	18.SU	31.78	18.BA	35.65	18. AI	32.62	18.AF	39.34
19.SV	30.48	19.CZ	30.54	19.KL	34.64	19. KU	28.13	19.AY	32.23
20.TG	30.28	20.SV	29.17	20.AI	32.95	20. TG	28.06		
21.SU	20.85	21.AI	25.93						

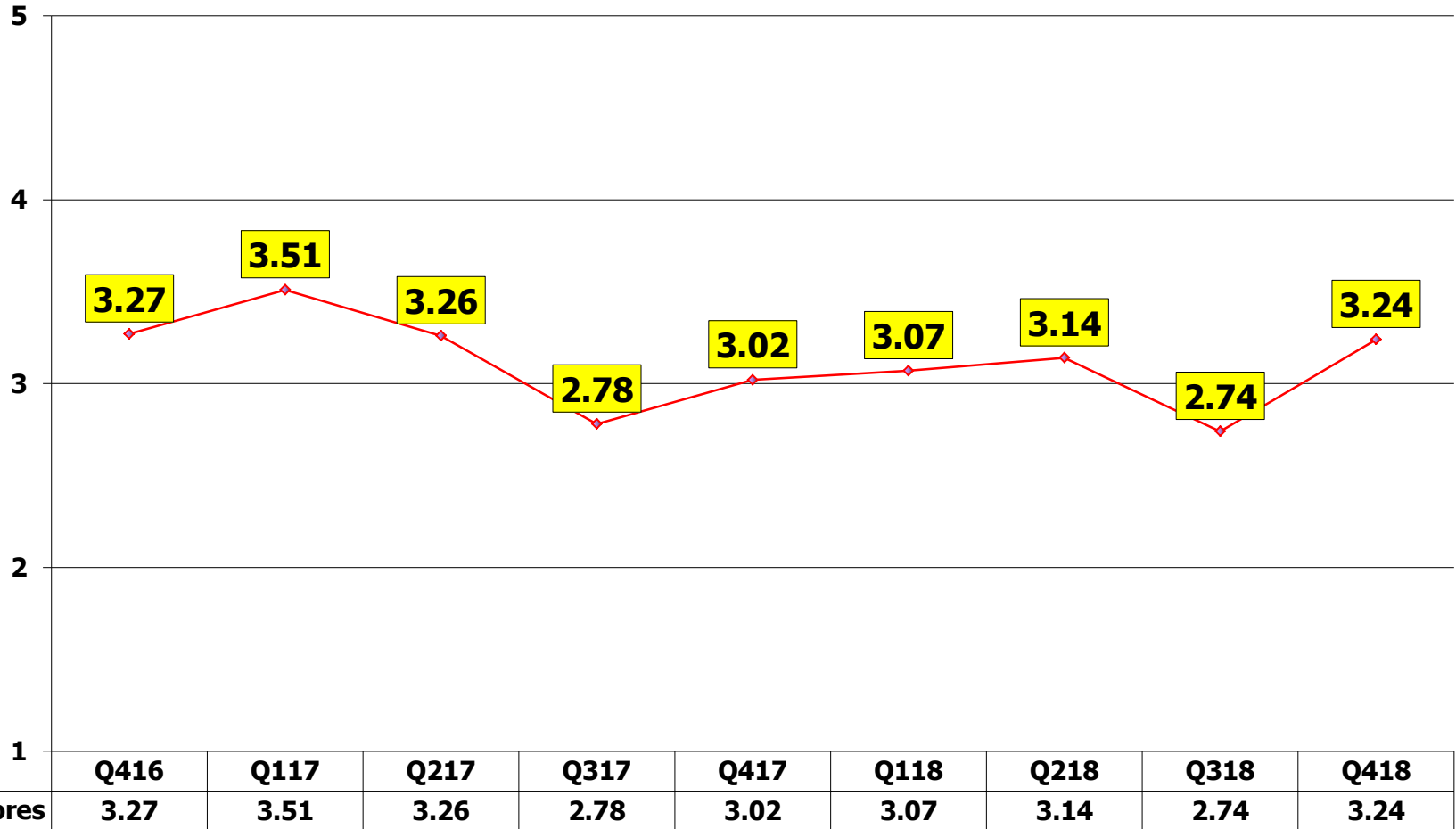
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Overall Lounge (TG BKK only)

Mean Scores Trend Analysis

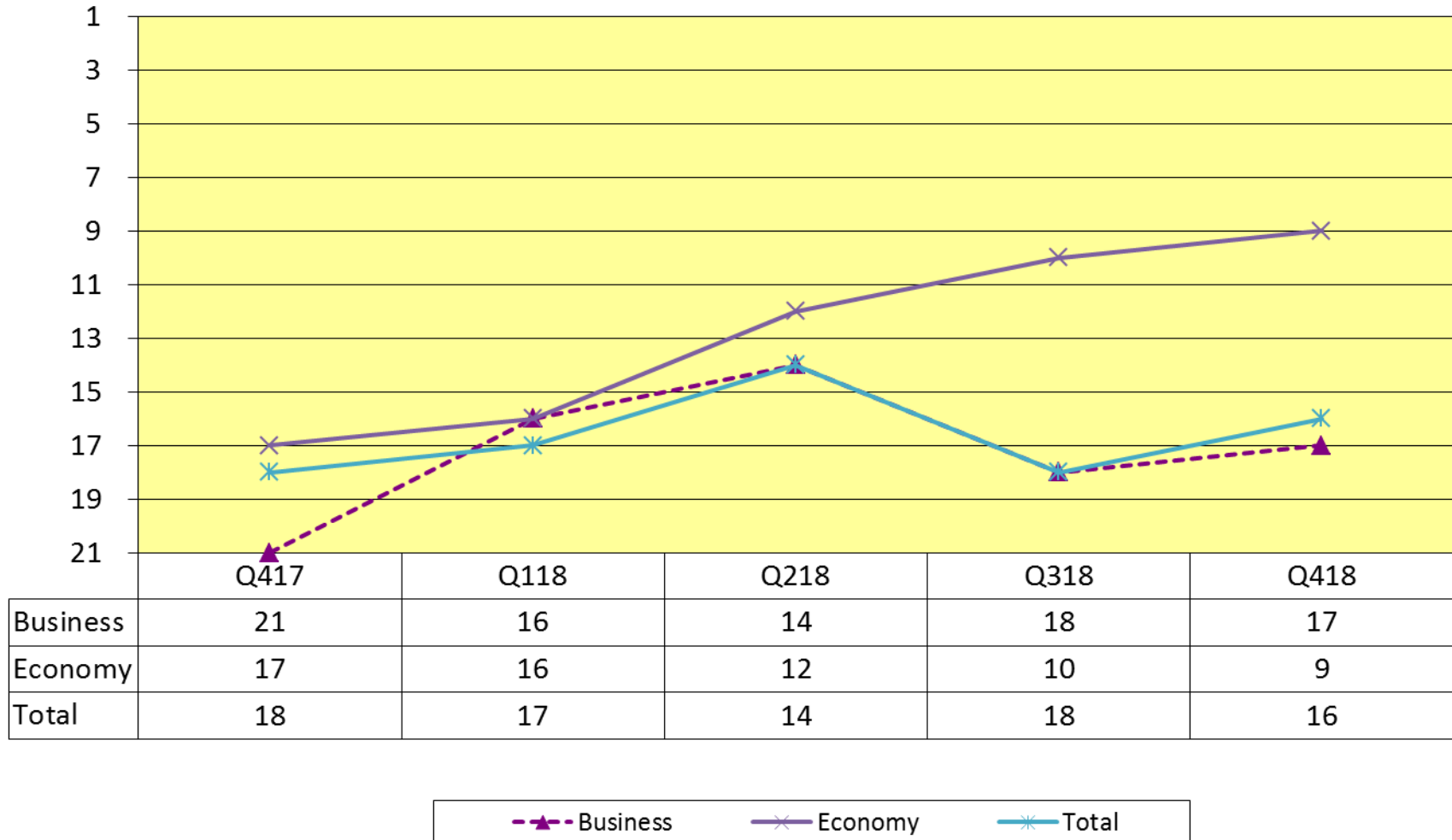
Total Class

Weighted Sample size



Overall Boarding & Departure Ranking Trend Analysis (Ranked by Customer Satisfaction Index)

Overall Rating for Boarding and Departure



Boarding & Departure

Total Class

Weighted Sample Size

Overall Rating for Boarding & Departure Customer Satisfaction Index Benchmarking/Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	88.76	1.JL	85.01	1.JL	83.39	1. JL	85.51	1.JL	83.27
2.QR	77.62	2.SQ	80.72	2.QR	81.65	2. EK	77.97	2.SQ	80.13
3.SQ	76.60	3.QR	79.18	3.SQ	76.76	3. VS	77.23	3.VS	79.42
4.VS	75.77	4.VS	77.88	4.EK	75.29	4. SQ	76.43	4.EK	77.89
5.AY	70.86	5.LH	70.91	5.LX	72.38	5. QR	74.36	5.QR	76.93
6.EK	70.37	6.EK	70.57	6.AY	71.46	6. LX	72.07	6.CZ	75.79
7.EY	69.76	7.EY	68.88	7.CZ	70.26	7. KL	68.50	7.KL	71.64
8.LX	68.63	8.KL	68.34	8.CX	69.36	8. CX	68.41	8.AY	70.90
9.CX	67.80	9.CX	68.20	9.LH	68.44	AVG	67.01	AVG	68.94
10.AF	66.08	10.LX	66.36	10.VS	68.36	9. AF	66.25	9.EY	68.77
AVG	65.84	AVG	65.64	11.VN	68.05	10. AY	66.21	10.LX	68.10
11.TK	63.45	11.SU	65.31	AVG	67.89	11. LH	63.75	11.TK	66.72
12.CZ	63.18	12.AY	64.92	12.KL	67.05	12. KU	63.55	12.CX	65.86
13.BA	62.84	13.TK	64.35	13.EY	66.59	13. TK	63.50	13.LH	64.98
14.LH	61.60	14.AF	61.13	14.TG	65.64	14. EY	62.96	14.VN	63.78
15.SU	61.40	15.CZ	59.23	15.TK	64.71	15. VN	62.70	15.SV	63.69
16.KL	60.69	16.KU	58.07	16.BA	63.54	16. CZ	62.55	16.TG	62.86
17.VN	58.56	17.TG	57.86	17.SV	59.71	17. BA	62.19	17.BA	58.38
18.TG	55.50	18.VN	56.37	18.AF	59.11	18. TG	61.22	18.KU	57.76
19.SV	55.02	19.BA	56.35	19.KU	56.34	19. SV	57.45	19.AF	54.89
20.KU	54.65	20.SV	54.91	20.AI	50.95	20. AI	51.65		
21.AI	54.60	21.AI	46.43						

Boarding & Departure

Business Class

Weighted Sample Size

Overall Rating for Boarding & Departure Customer Satisfaction Index Benchmarking/Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	87.08	1.SQ	88.87	1.QR	84.09	1. VS	86.36	1.VS	92.23
2.AI	80.51	2.JL	87.05	2.JL	82.74	2. JL	79.74	2.SQ	87.15
3.SQ	76.12	3.VS	79.03	3.SQ	78.72	3. EK	77.73	3.QR	83.93
4.VS	76.10	4.QR	78.31	4.CX	77.41	4. LX	75.27	4.EK	80.61
5.QR	75.14	5.CZ	77.75	5.EK	77.04	5. SQ	74.61	5.JL	75.68
6.LX	70.43	6.LH	72.51	6.VN	76.43	6. CX	73.81	6.EY	73.90
7.AY	69.21	7.EY	71.52	7.CZ	74.90	7. QR	72.38	7.CZ	73.73
8.EY	68.19	8.KL	70.77	8.AY	74.57	8. EY	71.70	8.AY	72.79
9.CZ	68.12	9.LX	68.74	9.LH	72.02	9. KL	71.29	9.LX	72.26
10.CX	66.20	10.AY	68.15	10.TK	70.67	10. VN	69.41	10.LH	71.99
11.AF	65.59	AVG	67.53	11.LX	70.36	11. KU	68.18	11.VN	71.52
AVG	65.42	11.EK	67.53	AVG	70.17	AVG	67.68	12.KU	70.83
12.EK	65.30	12.SU	66.69	12.VS	69.52	12. AY	67.23	13.KL	70.61
13.KU	61.11	13.CX	66.53	13.BA	66.06	13. BA	66.32	AVG	70.51
14.TK	60.60	14.VN	62.80	14.TG	65.10	14. TK	64.85	14.TK	70.33
15.SU	60.13	15.AF	60.24	15.KL	63.48	15. CZ	60.88	15.CX	68.81
16.VN	58.62	16.TG	57.66	16.EY	63.21	16. AF	60.07	16.SV	65.50
17.BA	57.26	17.TK	54.68	17.AF	61.64	17. LH	58.01	17.TG	55.34
18.KL	57.24	18.BA	54.37	18.KU	60.00	18. TG	55.99	18.BA	51.38
19.LH	57.19	19.AI	52.94	19.SV	57.57	19. SV	52.31	19.AF	42.89
20.SV	54.14	20.SV	49.99	20.AI	39.42	20. AI	51.68		
21.TG	46.34	21.KU	36.00						

Boarding & Departure

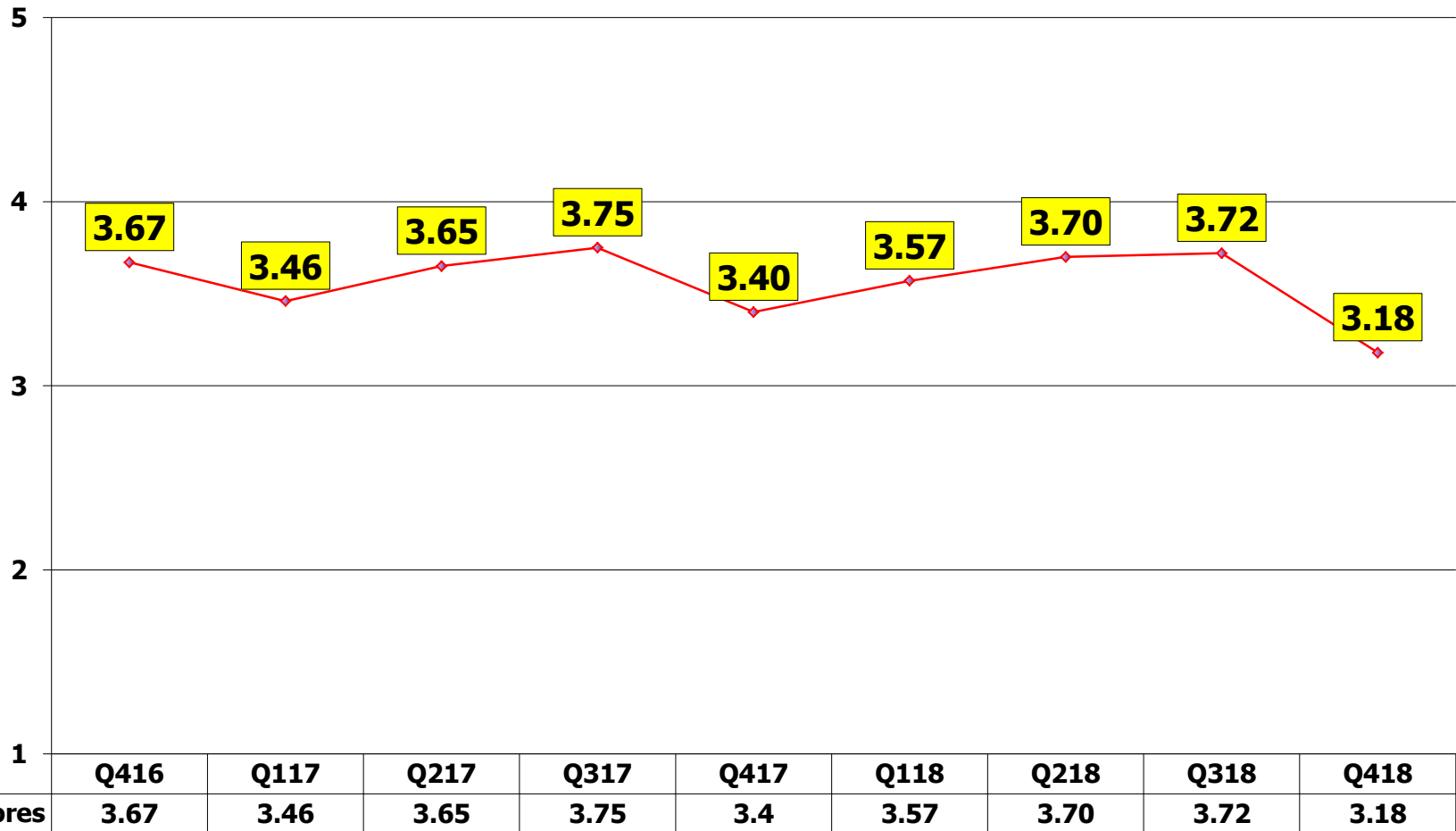
Economy Class

Weighted Sample Size

Overall Rating for Boarding & Departure Customer Satisfaction Index Benchmarking/Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	90.07	1.JL	83.51	1.JL	81.62	1. JL	89.48	1.JL	85.74
2.QR	79.56	2.QR	79.58	2.QR	79.99	2. SQ	77.88	2.EK	77.49
3.SQ	73.88	3.SQ	75.36	3.SQ	76.75	3. EK	77.87	3.VS	77.05
4.EK	73.29	4.VS	74.55	4.EK	73.77	4. VS	75.78	4.CZ	76.33
5.VS	73.06	5.LH	72.29	5.LX	73.66	5. QR	74.95	5.SQ	74.97
6.AY	71.67	6.EK	72.13	6.AY	69.92	6. AF	70.01	6.QR	72.94
7.EY	70.28	7.TK	69.11	7.KL	68.80	7. LX	70.00	7.KL	72.17
8.CX	69.03	8.CX	68.66	8.EY	68.76	8. KL	67.11	8.AY	69.98
9.LX	66.97	9.KL	67.07	9.CZ	67.95	AVG	66.11	AVG	67.86
10.AF	66.03	10.EY	66.62	10.LH	66.94	9. AY	65.69	9.TG	67.37
AVG	65.52	11.LX	64.35	11.VS	66.72	10. TG	65.00	10.LX	66.58
11.TK	64.84	AVG	64.21	AVG	66.53	11. LH	64.02	11.EY	66.11
12.BA	64.43	12.SU	64.15	12.TG	66.02	12. CX	63.78	12.TK	64.89
13.LH	64.14	13.AY	63.30	13.CX	64.21	13. KU	63.26	13.SV	61.93
14.KL	62.39	14.AF	61.91	14.VN	63.04	14. TK	62.84	14.CX	61.28
15.SU	62.08	15.KU	59.47	15.BA	62.92	15. CZ	62.50	15.LH	61.23
16.CZ	60.58	16.TG	57.11	16.TK	61.82	16. SV	59.35	16.AF	60.63
17.TG	59.77	17.BA	56.61	17.SV	60.31	17. EY	57.95	17.VN	60.39
18.VN	59.00	18.SV	56.59	18.AF	56.92	18. VN	56.61	18.BA	58.77
19.SV	55.23	19.CZ	54.17	19.KU	55.41	19. BA	54.67	19.KU	56.26
20.KU	53.46	20.VN	53.51	20.AI	53.14	20. AI	51.65		
21.AI	48.88	21.AI	45.60						

Overall **THAI** Boarding & Departure **(TG BKK Only)** Mean Scores Trend Analysis Total Class

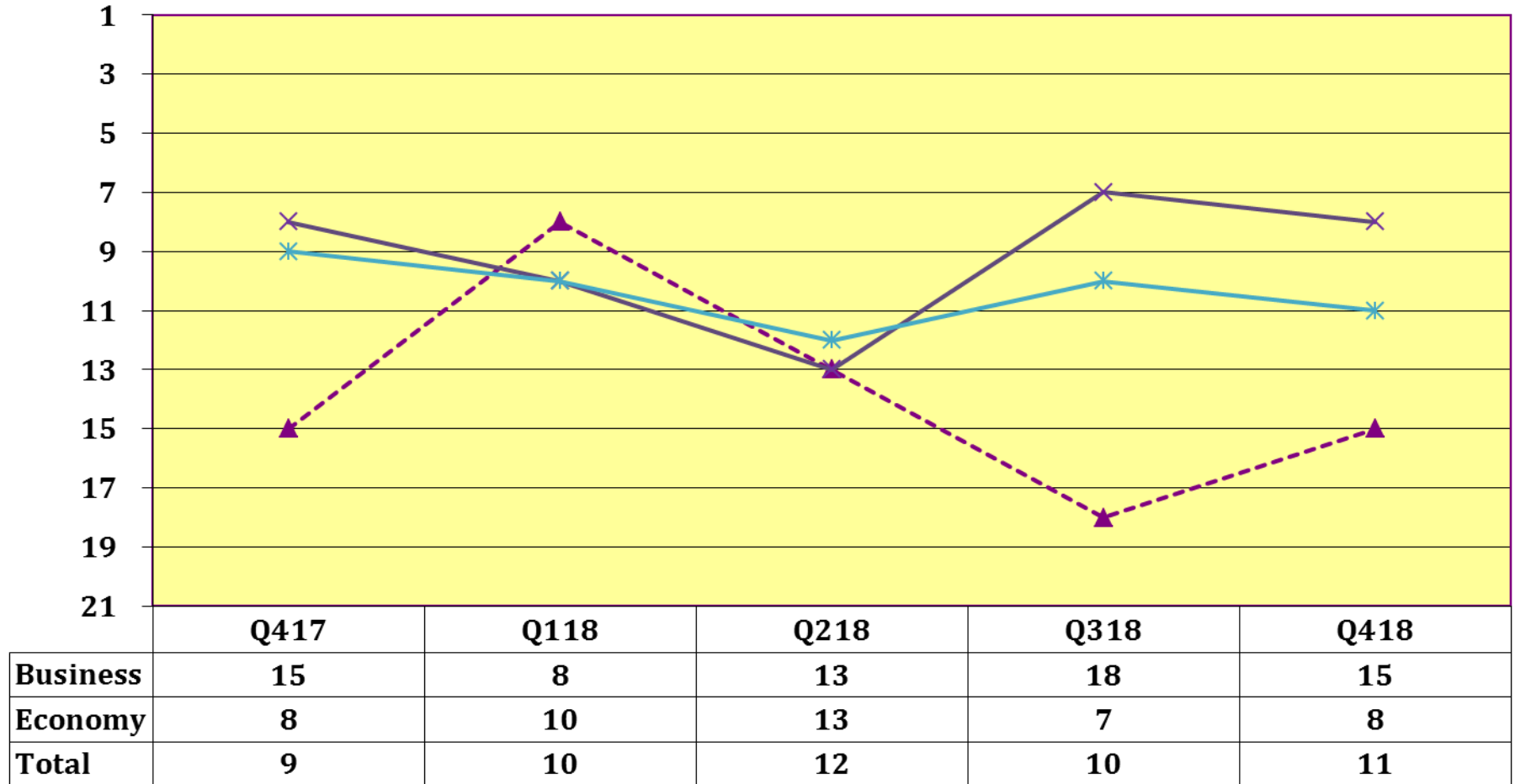
Weighted Sample size



Overall Cabin Features Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Rating for Cabin Features



-▲- Business

-x- Economy

-*- Total

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Cabin Features

Total Class

Weighted Sample Size

Overall Rating for Cabin Features Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	89.69	1.JL	90.74	1.JL	84.07	1. JL	82.20	1.JL	83.91
2.QR	80.60	2.QR	74.67	2.QR	76.66	2. QR	75.77	2.QR	77.64
3.EK	72.29	3.SQ	68.97	3.EK	71.65	3. EK	73.56	3.EK	73.12
4.SQ	67.15	4.EK	65.14	4.SQ	68.80	4. SQ	71.29	4.KU	70.84
5.AY	66.47	5.KU	64.61	5.AY	65.45	5. KU	71.23	5.SQ	67.36
6.KU	64.26	6.SU	64.26	6.KU	63.52	6. AY	69.30	6.AY	65.01
7.VS	63.06	7.AY	62.79	7.VS	62.98	7. VS	61.69	7.VS	64.02
8.EY	59.36	8.TK	59.31	8.SV	59.60	8. VN	58.70	8.SV	61.99
9.TG	58.42	9.VS	59.14	9.VN	59.17	AVG	58.51	9.EY	61.40
AVG	58.22	10.TG	58.76	10.EY	58.69	9. TK	54.67	AVG	59.17
10.SV	56.28	AVG	58.18	AVG	58.58	10. TG	54.55	10.CZ	57.87
11.SU	56.22	11.EY	57.86	11.TK	56.68	11. EY	53.97	11.TG	57.05
12.VN	56.22	12.SV	56.40	12.TG	54.57	12. CX	53.27	12.TK	56.25
13.CX	54.79	13.AF	54.57	13.CZ	54.47	13. SV	52.17	13.VN	55.32
14.TK	52.85	14.CX	54.51	14.CX	51.84	14. CZ	51.30	14.LH	52.75
15.AF	50.19	15.KL	52.73	15.LH	51.60	15. LX	51.00	15.CX	48.04
16.LX	49.48	16.VN	52.40	16.AF	49.35	16. AF	50.76	16.KL	46.76
17.LH	47.05	17.LH	52.40	17.LX	48.61	17. LH	49.35	17.AF	43.24
18.CZ	45.46	18.LX	48.34	18.BA	44.92	18. KL	47.79	18.LX	41.07
19.KL	45.16	19.CZ	44.04	19.KL	44.63	19. BA	46.13	19.BA	38.98
20.AI	44.30	20.AI	40.24	20.AI	44.11	20. AI	42.41		
21.BA	42.66	21.BA	38.67						

Cabin Features

Business Class

Weighted Sample Size

Overall Rating for Cabin Features Customer Satisfaction Index Benchmarking /Business Class (Q417 – Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	91.74	1.JL	93.81	1.JL	86.74	1. QR	87.25	1.KU	91.67
2.QR	87.07	2.QR	93.18	2.QR	84.17	2. JL	85.62	2.QR	91.41
3.EK	76.69	3.SQ	81.80	3.SQ	79.31	3. EK	78.80	3.JL	80.80
4.SQ	75.64	4.SU	78.40	4.VS	79.29	4. VS	77.53	4.VS	76.92
5.AF	72.43	5.EY	72.65	5.EK	76.32	5. KU	75.00	5.EK	76.76
6.AY	67.74	6.VN	71.09	6.CX	73.75	6. SQ	73.87	6.SV	76.32
7.VN	66.91	7.AY	70.85	7.VN	72.87	7. AY	73.00	7.SQ	75.22
8.KU	66.67	8.TG	68.82	8.AY	68.49	8. EY	66.66	8.VN	74.36
9.VS	65.07	AVG	67.27	9.KU	66.67	9. VN	66.58	9.CZ	72.36
AVG	64.17	9.CZ	66.94	AVG	65.34	10. CZ	64.52	10.EY	71.12
10.EY	63.67	10.EK	65.18	10.TK	64.62	AVG	64.19	AVG	68.11
11.SU	63.54	11.SV	64.53	11.CZ	63.50	11. TK	63.29	11.AY	65.94
12.AI	63.28	12.VS	64.52	12.SV	63.00	12. KL	60.46	12.TK	63.01
13.CX	63.19	13.LX	63.28	13.TG	60.20	13. LX	58.21	13.LH	62.65
14.SV	61.85	14.CX	62.10	14.AF	60.20	14. CX	57.17	14.AF	60.82
15.TG	61.81	15.KL	60.27	15.EY	58.52	15. AF	54.14	15.TG	60.06
16.TK	57.36	16.AF	58.80	16.LH	54.71	16. SV	52.68	16.CX	59.62
17.LX	56.53	17.LH	57.40	17.LX	52.12	17. LH	51.92	17.LX	58.72
18.LH	53.31	18.KU	56.00	18.AI	51.03	18. TG	51.81	18.KL	57.19
19.CZ	52.44	19.TK	54.89	19.KL	46.77	19. BA	48.81	19.BA	40.02
20.KL	41.83	20.AI	44.12	20.BA	44.28	20. AI	43.34		
21.BA	41.79	21.BA	39.81						

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Cabin Features

Economy Class

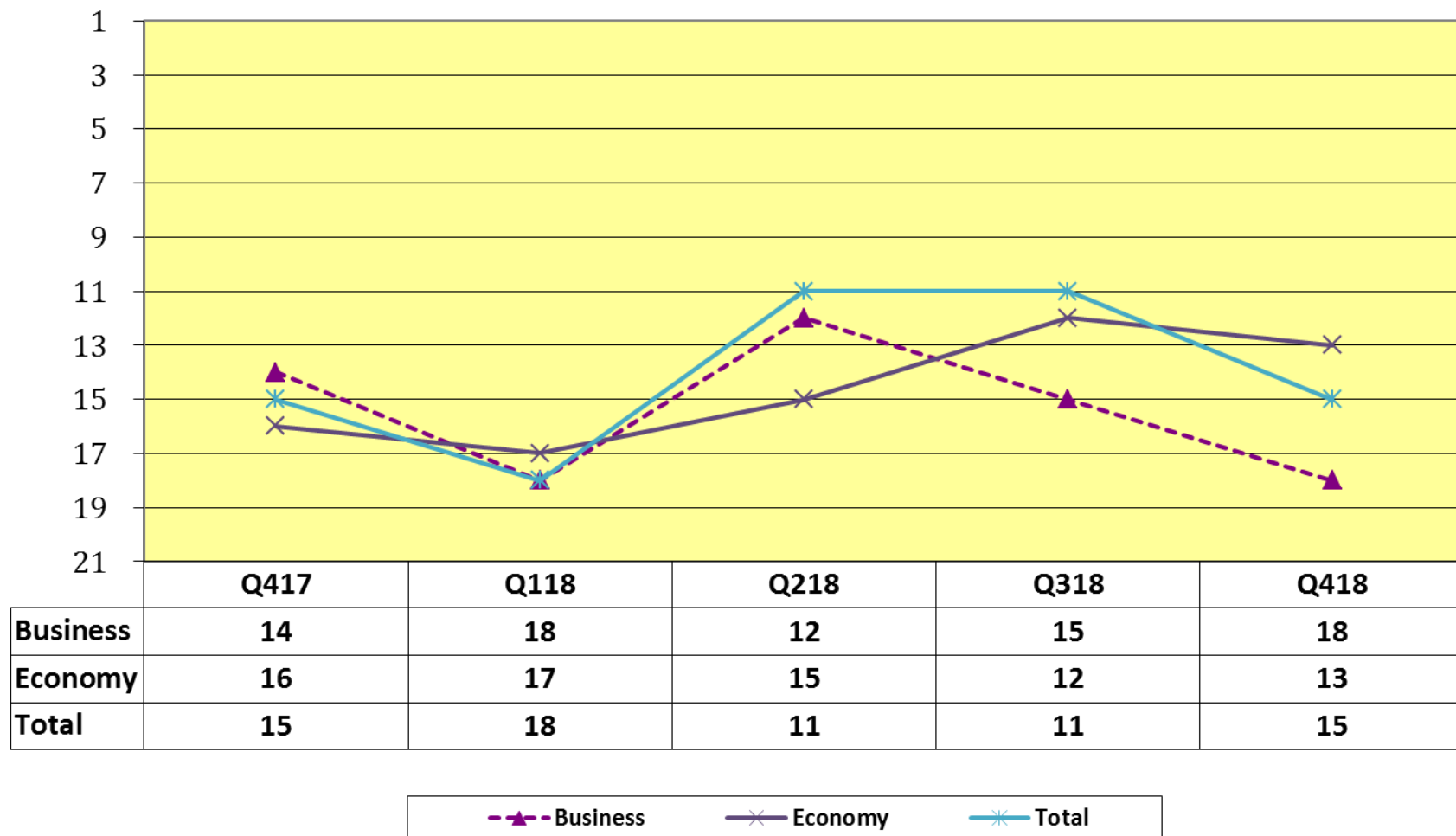
Weighted Sample Size

Overall Rating for Cabin Features Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	86.76	1.JL	88.47	1.JL	82.86	1. JL	79.19	1.JL	85.10
2.QR	77.22	2.QR	65.55	2.QR	72.37	2. EK	70.75	2.EK	70.70
3.EK	70.06	3.KU	65.04	3.EK	68.97	3. KU	70.51	3.QR	70.21
4.AY	65.84	4.EK	64.62	4.AY	63.94	4. QR	70.33	4.KU	68.91
5.KU	64.14	5.TK	61.48	5.SQ	63.10	5. SQ	69.86	5.AY	64.56
6.SQ	61.33	6.SQ	59.00	6.KU	62.79	6. AY	67.44	6.SQ	60.63
7.EY	56.72	7.AY	58.75	7.SV	58.00	7. TG	55.69	7.EY	55.82
8.TG	56.57	8.SU	56.01	8.EY	57.55	AVG	55.11	8.TG	55.53
9.VS	56.30	AVG	53.50	9.VS	56.86	8. VS	54.12	9.CZ	54.69
AVG	54.90	9.VS	53.07	AVG	54.87	9. SV	51.49	AVG	54.42
10.SV	53.02	10.TG	52.77	10.VN	53.49	10. VN	51.21	10.SV	54.09
11.VN	52.89	11.SV	52.73	11.TK	52.83	11. TK	50.50	11.TK	52.84
12.CX	51.16	12.AF	52.07	12.CZ	50.42	12. AF	48.83	12.VS	51.55
13.TK	50.64	13.CX	50.75	13.TG	49.88	13. LX	46.72	13.LH	46.04
14.SU	50.35	14.EY	49.15	14.LH	46.26	14. EY	46.71	14.VN	44.30
15.KL	46.79	15.KL	48.81	15.LX	46.02	15. CX	46.29	15.KL	41.47
16.LX	45.23	16.LH	48.58	16.KL	43.59	16. CZ	46.03	16.CX	40.60
17.BA	41.69	17.VN	44.13	17.AI	42.46	17. BA	43.09	17.BA	36.46
18.LH	41.35	18.LX	40.09	18.BA	40.83	18. AI	42.13	18.LX	32.56
19.CZ	40.79	19.AI	39.75	19.AF	40.52	19. KL	41.43	19.AF	31.88
20.AI	40.13	20.CZ	37.76	20.CX	40.40	20. LH	40.89		
21.AF	37.11	21.BA	34.78						

Overall Seat Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Rating for Seat



Seat Total Class

Weighted Sample Size

Overall Rating for Seat Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	79.45	1.JL	79.19	1.JL	76.02	1. JL	73.25	1.JL	72.52
2.EK	62.33	2.QR	59.15	2.EK	65.43	2. QR	64.11	2.QR	59.90
3.QR	57.80	3.SQ	58.29	3.KU	62.20	3. SQ	62.46	3.KU	59.38
4.KU	56.18	4.KU	57.72	4.QR	61.16	4. EK	61.22	4.EK	58.50
5.SQ	51.48	5.EK	56.78	5.SQ	58.34	5. KU	60.50	5.SV	54.49
6.SV	48.75	6.CX	53.75	6.CX	50.40	6. AY	53.88	6.SQ	53.66
7.AY	47.27	7.SV	49.84	7.AY	50.29	7. VN	51.30	7.VS	49.13
8.VS	46.93	8.VS	48.96	8.SV	49.63	AVG	49.09	8.EY	48.65
AVG	46.54	9.AY	48.16	9.EY	49.02	8. VS	48.50	9.CX	48.44
9.EY	45.46	10.KL	47.44	AVG	48.51	9. SV	47.39	10.TK	48.39
10.CX	43.52	AVG	46.85	10.VS	46.43	10. EY	46.55	AVG	47.89
11.AI	43.32	11.SU	45.59	11.TG	43.69	11. TG	45.63	11.AY	43.97
12.TK	43.22	12.EY	43.69	12.KL	43.06	12. TK	44.67	12.VN	42.37
13.VN	42.66	13.TK	41.66	13.VN	42.30	13. CX	44.48	13.CZ	41.41
14.SU	41.89	14.AF	40.66	14.TK	41.10	14. CZ	43.53	14.KL	40.61
15.TG	40.16	15.LH	39.47	15.BA	40.52	15. BA	41.76	15.TG	39.61
16.CZ	38.98	16.AI	38.70	16.CZ	40.31	16. AF	41.59	16.AF	39.05
17.BA	38.50	17.VN	38.51	17.AF	38.98	17. LX	40.35	17.LH	38.48
18.LX	38.30	18.TG	36.29	18.AI	37.97	18. KL	38.66	18.BA	35.40
19.AF	37.56	19.LX	34.87	19.LH	37.72	19. LH	38.50	19.LX	32.84
20.LH	36.51	20.CZ	31.46	20.LX	35.91	20. AI	32.88		
21.KL	36.15	21.BA	31.16						

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Seat

Business Class

Weighted Sample Size

Overall Rating for Seat Customer Satisfaction Index Benchmarking / Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	90.59	1.JL	94.53	1.JL	89.86	1. QR	89.71	1.QR	89.76
2.SQ	82.83	2.QR	88.58	2.QR	83.99	2. JL	85.78	2.JL	84.87
3.QR	78.62	3.SQ	83.44	3.EK	82.63	3. SQ	81.58	3.KU	83.33
4.EK	73.73	4.CX	78.50	4.CX	81.76	4. EK	80.67	4.CX	78.61
5.AI	71.92	5.AY	71.25	5.SQ	78.08	5. VS	73.41	5.SQ	77.88
6.TK	71.38	6.VS	70.89	6.VS	70.34	6. VN	72.64	6.SV	77.84
7.AF	70.73	7.KL	70.29	7.KU	70.00	7. KU	68.18	7.TK	73.34
8.KU	69.44	8.SV	70.27	8.AY	68.46	AVG	68.06	8.EK	72.15
9.VN	68.42	9.SU	69.80	9.VN	68.15	8. CX	67.79	9.VS	71.08
AVG	66.44	10.EK	69.57	10.SV	67.20	9. KL	67.20	AVG	68.49
10.VS	66.35	AVG	68.81	AVG	66.63	10. AY	66.97	10.AF	67.03
11.CX	66.20	11.LX	66.65	11.TK	64.54	11. SV	64.49	11.VN	65.20
12.EY	64.71	12.CZ	63.81	12.TG	63.53	12. EY	62.99	12.EY	64.64
13.SV	64.05	13.AF	63.47	13.AF	63.10	13. TK	62.91	13.LH	62.86
14.TG	63.14	14.AI	61.76	14.EY	59.70	14. CZ	62.38	14.CZ	61.45
15.AY	60.34	15.VN	60.85	15.AI	55.20	15. TG	60.98	15.LX	59.09
16.SU	59.54	16.EY	60.76	16.KL	54.42	16. BA	60.65	16.AY	58.95
17.LX	59.20	17.LH	60.49	17.LX	53.45	17. LX	58.54	17.KL	58.14
18.KL	56.51	18.TG	59.95	18.LH	53.33	18. AI	58.34	18.TG	57.06
19.CZ	55.53	19.TK	59.05	19.BA	50.17	19. AF	58.14	19.BA	43.93
20.LH	55.04	20.KU	56.00	20.CZ	49.52	20. LH	55.56		
21.BA	52.47	21.BA	46.61						

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Seat

Economy Class

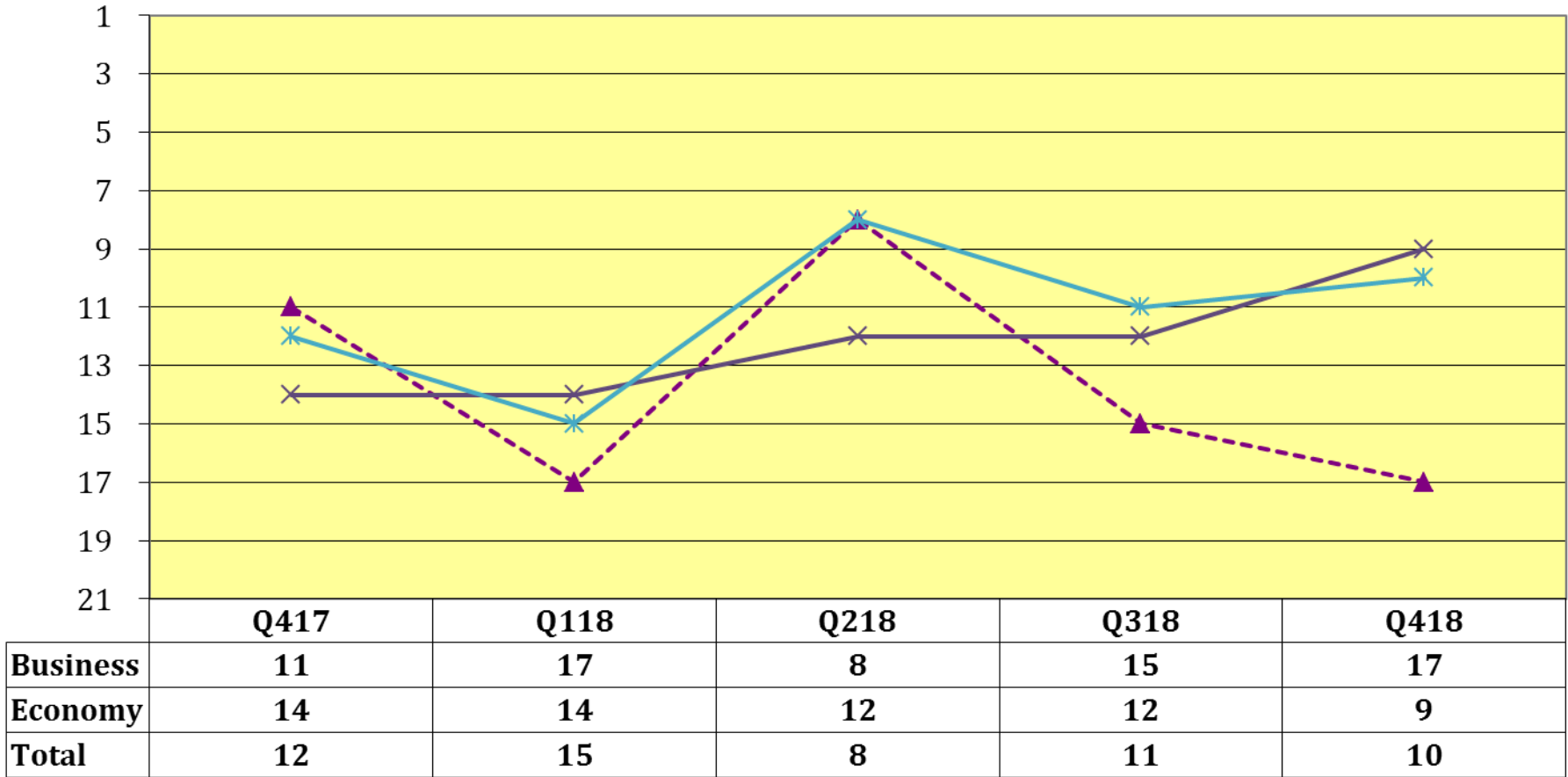
Weighted Sample Size

Overall Rating for Seat Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	71.33	1.JL	68.79	1.JL	67.43	1. JL	64.15	1.JL	62.48
2.EK	55.94	2.KU	57.82	2.KU	61.28	2. KU	59.00	2.KU	56.98
3.KU	54.47	3.EK	49.82	3.EK	56.51	3. SQ	52.77	3.EK	50.87
4.QR	46.52	4.QR	44.83	4.QR	49.39	4. QR	51.65	4.QR	44.03
5.AY	40.80	5.SQ	43.44	5.SQ	46.00	5. EK	51.40	5.SV	42.24
6.SV	39.91	6.SV	39.90	6.EY	42.22	6. AY	47.27	6.EY	40.70
7.AI	36.53	7.CX	38.34	7.AY	41.29	AVG	39.26	7.SQ	37.04
AVG	36.42	8.AY	36.62	8.SV	39.73	7. SV	38.61	AVG	36.88
8.EY	35.07	AVG	36.15	AVG	39.12	8. EY	37.29	8.CZ	36.85
9.SQ	33.81	9.AI	35.75	9.KL	37.50	9. VS	37.19	9.AY	36.63
10.SU	33.23	10.KL	35.56	10.CZ	35.72	10. CZ	36.80	10.TK	35.80
11.VS	32.89	11.VS	35.16	11.VS	35.03	11. VN	36.45	11.KL	31.71
12.CX	31.65	12.EY	33.39	12.AI	34.17	12. TG	36.44	12.VS	31.37
13.VN	31.46	13.TK	33.08	13.CX	31.30	13. TK	35.85	13.TG	30.17
14.TK	29.42	14.SU	31.35	14.VN	30.49	14. AF	31.53	14.CX	29.28
15.CZ	29.28	15.AF	29.65	15.TG	29.77	15. LX	30.27	15.VN	26.69
16.TG	27.34	16.VN	27.07	16.TK	29.72	16. AI	26.96	16.BA	26.31
17.LX	26.43	17.TG	23.39	17.LH	28.10	17. CX	26.96	17.AF	22.80
18.BA	26.16	18.CZ	22.63	18.BA	28.05	18. KL	24.32	18.LH	20.50
19.KL	26.11	19.LH	22.02	19.LX	25.15	19. BA	22.84	19.LX	18.84
20.LH	21.79	20.BA	19.16	20.AF	24.62	20. LH	20.52		
21.AF	20.46	21.LX	17.88						

Overall Cabin Crew Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Rating for Cabin Crew



--▲-- Business
 --x-- Economy
 --*-- Total

Cabin Crew

Total Class

Weighted Sample Size

Overall Rating for Cabin Crew Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	90.57	1.JL	90.79	1.QR	88.03	1. JL	90.93	1.JL	87.76
2.QR	83.23	2.SQ	84.29	2.JL	86.22	2. QR	87.05	2.QR	87.05
3.SQ	83.19	3.QR	83.21	3.SQ	79.96	3. SQ	86.06	3.SQ	84.45
4.VS	73.92	4.VS	74.93	4.CX	77.54	4. CX	80.07	4.VS	77.19
5.EK	73.59	5.LX	72.96	5.AY	76.84	5. AY	79.60	5.LH	76.90
6.CX	70.41	6.KL	72.23	6.EK	76.72	6. VS	78.94	6.EK	76.38
7.LX	70.26	7.SU	71.98	7.VS	75.94	7. LX	77.70	7.CZ	75.14
8.SU	68.42	8.AY	71.43	8.TG	72.50	8. EK	77.44	8.AY	73.68
AVG	68.24	9.EY	70.79	9.KL	72.33	9. LH	72.99	AVG	73.13
9.AY	67.77	10.TK	70.31	10.LH	71.61	10. KU	72.65	9.KL	72.10
10.LH	67.69	11.CX	70.30	AVG	71.35	AVG	72.63	10.TG	71.98
11.EY	67.59	12.EK	69.53	11.CZ	71.22	11. TG	71.77	11.EY	71.49
12.TG	65.87	AVG	68.67	12.EY	69.16	12. CZ	70.16	12.CX	71.16
13.TK	65.52	13.KU	67.35	13.LX	68.94	13. EY	68.95	13.SV	70.92
14.KL	65.46	14.LH	66.26	14.BA	68.78	14. VN	67.87	14.TK	70.33
15.BA	65.29	15.TG	65.65	15.SV	67.33	15. TK	67.39	15.KU	69.70
16.AF	65.13	16.AF	63.31	16.AF	65.72	16. AF	67.17	16.LX	67.96
17.KU	62.96	17.CZ	63.26	17.KU	65.48	17. KL	65.36	17.VN	65.29
18.CZ	62.48	18.SV	60.50	18.TK	64.63	18. BA	64.13	18.AF	60.47
19.SV	59.27	19.BA	57.64	19.VN	61.79	19. SV	59.13	19.BA	60.32
20.VN	57.00	20.VN	56.99	20.AI	46.76	20. AI	52.44		
21.AI	47.78	21.AI	39.34						

Cabin Crew

Business Class

Weighted Sample Size

Overall Rating for Cabin Crew Customer Satisfaction Index Benchmarking /Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.SQ	90.62	1.QR	95.38	1.QR	91.53	1. QR	92.90	1.QR	96.60
2.JL	90.36	2.SQ	94.86	2.JL	88.86	2. CX	89.83	2.VS	95.05
3.QR	84.67	3.JL	93.31	3.VS	88.26	3. VS	87.38	3.KU	87.50
4.SU	83.46	4.CZ	90.35	4.SQ	87.29	4. SQ	87.09	4.SQ	87.35
5.VS	80.95	5.SU	86.93	5.AY	85.09	5. JL	86.75	5.LH	83.46
6.CX	76.93	6.VN	81.58	6.CX	84.28	6. LX	84.09	6.KL	82.90
7.EY	76.71	7.EY	77.48	AVG	75.25	7. AY	83.06	7.CZ	82.23
AVG	72.90	AVG	76.65	7.EK	74.82	8. TK	82.17	8.VN	80.65
8.AI	72.62	8.CX	76.48	8.TG	74.37	9. CZ	81.71	9.JL	79.31
9.LX	72.36	9.KL	76.18	9.LH	74.21	10. EK	80.51	AVG	77.79
10.TK	71.77	10.VS	76.16	10.CZ	74.05	11. VN	79.63	10.SV	77.48
11.TG	71.10	11.TK	76.01	11.KL	72.97	AVG	77.89	11.AY	76.78
12.AY	69.84	12.LX	75.04	12.VN	72.49	12. EY	77.79	12.EY	76.73
13.KU	69.44	13.AY	74.84	13.BA	71.82	13. KU	77.27	13.LX	76.68
14.KL	68.67	14.LH	72.69	14.SV	70.87	14. KL	75.42	14.TK	75.87
15.EK	68.45	15.AF	72.49	15.TK	70.68	15. TG	73.24	15.EK	75.15
16.AF	67.75	16.AI	67.65	16.KU	70.00	16. LH	72.30	16.CX	73.40
17.BA	67.48	17.TG	67.37	17.AF	65.42	17. BA	69.68	17.TG	71.83
18.SV	63.40	18.SV	66.66	18.LX	64.66	18. AF	61.33	18.AF	59.28
19.CZ	63.12	19.EK	63.70	19.AI	59.40	19. SV	60.48	19.BA	55.77
20.LH	61.44	20.KU	60.00	20.EY	58.88	20. AI	56.93		
21.VN	55.43	21.BA	52.94						

Cabin Crew

Economy Class

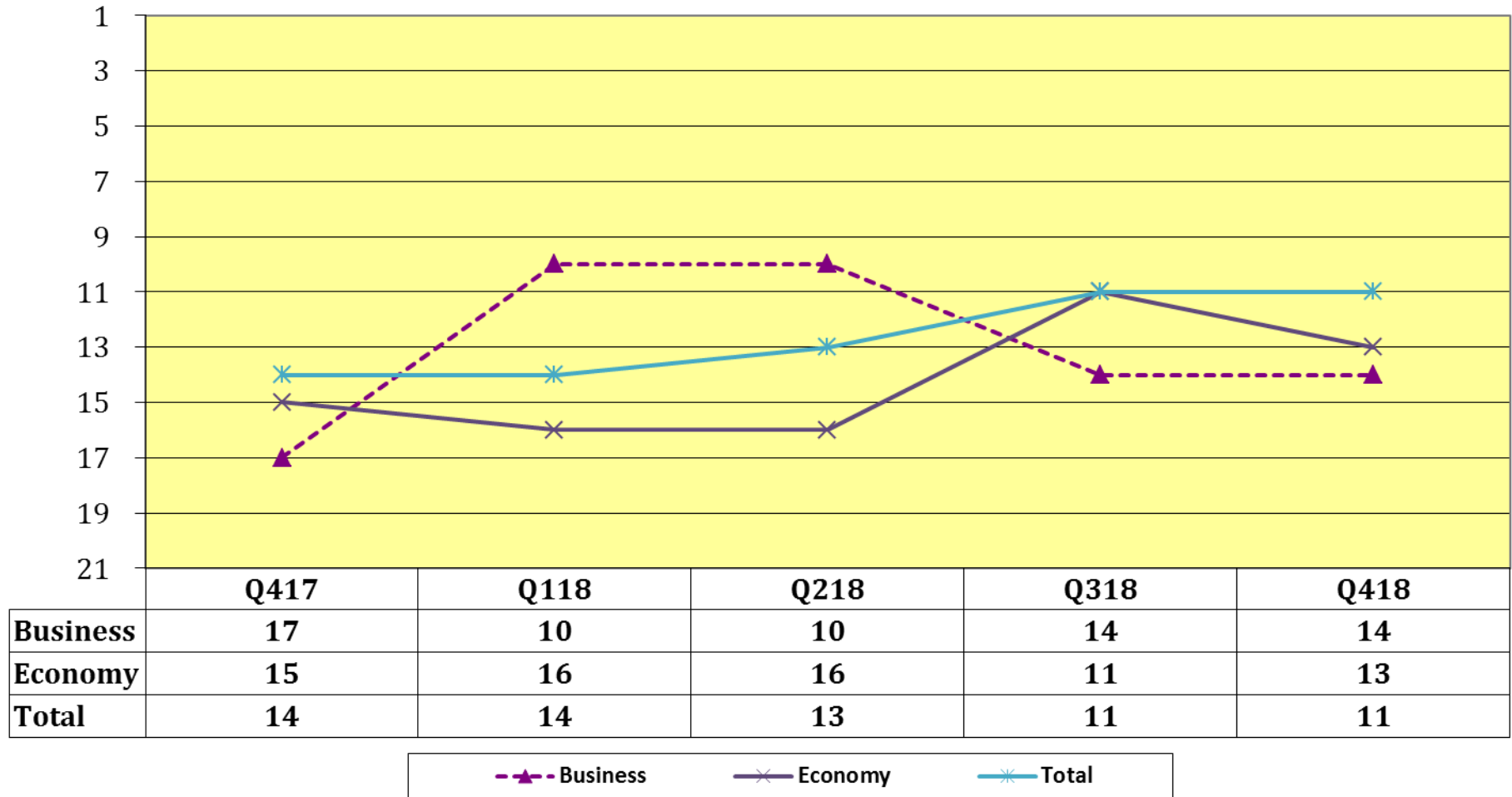
Weighted Sample Size

Overall Rating for Cabin Crew Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	89.08	1.JL	88.27	1.QR	86.50	1. JL	92.53	1.JL	92.06
2.QR	83.42	2.SQ	78.24	2.JL	83.16	2. SQ	87.00	2.QR	82.45
3.SQ	79.84	3.QR	77.37	3.EK	77.15	3. QR	84.02	3.SQ	81.79
4.EK	76.10	4.VS	72.82	4.SQ	76.35	4. AY	77.85	4.EK	76.40
5.VS	68.83	5.EK	71.97	5.CX	74.96	5. EK	75.75	5.LH	75.11
6.CX	68.56	6.LX	71.26	6.EY	73.33	6. CX	74.13	6.CZ	73.74
7.LX	68.48	7.KL	70.17	7.AY	72.75	7. LX	73.73	7.VS	73.51
8.LH	67.85	8.AY	69.72	8.KL	72.01	8. VS	73.57	8.AY	72.17
9.AY	66.75	9.CX	69.59	9.LX	70.71	9. KU	71.82	9.TG	72.07
AVG	65.47	10.TK	67.50	10.CZ	70.12	10. LH	71.55	AVG	70.80
10.AF	64.74	11.KU	67.42	11.VS	70.06	11. AF	71.15	10.CX	69.66
11.KL	63.88	12.EY	66.54	12.TG	70.04	12. TG	70.59	11.EY	68.32
12.EY	62.76	AVG	65.02	AVG	68.76	AVG	69.71	12.KU	68.00
13.TK	62.46	13.SU	64.76	13.LH	67.29	13. CZ	66.33	13.SV	67.56
14.TG	62.40	14.TG	64.07	14.AF	67.11	14. EY	64.06	14.TK	67.53
15.BA	61.99	15.LH	61.98	15.SV	64.22	15. BA	60.62	15.KL	66.63
16.KU	61.90	16.AF	59.93	16.KU	64.21	16. KL	60.30	16.LX	63.18
17.CZ	61.53	17.BA	59.88	17.BA	62.51	17. VN	60.27	17.BA	59.75
18.SU	59.49	18.SV	56.77	18.TK	61.69	18. TK	60.23	18.AF	59.74
19.SV	57.81	19.CZ	55.86	19.VN	57.19	19. SV	58.00	19.VN	55.16
20.VN	55.96	20.VN	49.68	20.AI	43.93	20. AI	51.44		
21.AI	41.86	21.AI	35.72						

Overall Food and Drinks Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Rating for Food and Drinks



Food and Drinks

Total Class

Weighted Sample Size

Overall Rating for Food and Drinks Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	79.87	1.JL	79.82	1.JL	76.85	1. JL	75.37	1.JL	78.13
2.QR	62.73	2.SQ	63.12	2.QR	64.91	2. QR	68.44	2.QR	64.19
3.SQ	57.81	3.QR	61.68	3.EK	61.94	3. SQ	63.35	3.TK	60.60
4.TK	57.68	4.TK	59.17	4.SQ	60.50	4. TK	59.96	4.SQ	58.49
5.EK	56.20	5.LX	57.70	5.TK	57.52	5. EK	59.54	5.EK	57.73
6.LX	53.60	6.SU	53.34	6.LX	52.56	6. LX	58.73	6.SV	55.03
7.VS	50.54	7.EK	51.93	7.VS	51.61	7. KU	55.37	AVG	50.77
8.SU	50.42	8.KU	49.57	8.KU	50.09	8. VS	50.88	7.LX	50.09
9.EY	48.66	AVG	48.09	AVG	50.09	AVG	50.48	8.KU	48.37
AVG	47.60	9.VS	48.09	9.LH	49.85	9. AF	48.15	9.EY	47.94
10.CX	45.58	10.KL	46.26	10.CX	49.42	10. EY	47.31	10.VS	46.78
11.KU	43.60	11.AF	45.75	11.SV	47.57	11. TG	45.68	11.TG	46.19
12.AF	43.44	12.EY	45.64	12.AY	45.52	12. SV	45.45	12.LH	46.12
13.SV	43.08	13.SV	45.47	13.TG	44.93	13. VN	45.16	13.CZ	45.50
14.TG	41.16	14.TG	43.86	14.EY	44.32	14. LH	43.58	14.KL	44.91
15.AY	40.14	15.AY	43.13	15.AF	44.26	15. CX	43.21	15.CX	44.40
16.LH	40.03	16.CX	42.49	16.CZ	42.48	16. KL	42.80	16.VN	43.39
17.BA	39.12	17.LH	38.45	17.KL	41.77	17. AY	42.51	17.AF	42.38
18.CZ	38.81	18.VN	36.82	18.BA	41.01	18. CZ	41.00	18.AY	42.30
19.KL	37.44	19.CZ	34.17	19.VN	40.74	19. BA	37.65	19.BA	39.50
20.VN	37.44	20.BA	31.99	20.AI	33.18	20. AI	35.62		
21.AI	31.57	21.AI	30.62						

Food and Drinks

Business Class

Weighted Sample Size

Overall Rating for Food and Drinks Customer Satisfaction Index Benchmarking /Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	85.05	1.QR	89.23	1.JL	81.71	1. QR	87.82	1.QR	84.20
2.SQ	77.93	2.JL	85.19	2.QR	79.15	2. JL	76.44	2.JL	79.72
3.QR	71.98	3.SQ	81.41	3.SQ	73.77	3. VS	73.62	3.EK	71.42
4.LX	67.39	4.SU	69.12	4.EK	72.89	4. LX	73.33	4.TK	69.50
5.VS	66.08	5.LX	67.72	5.TK	70.57	5. EK	70.98	5.SQ	69.26
6.TK	65.61	6.AY	63.97	6.VS	67.28	6. TK	68.27	6.EY	68.95
7.KU	63.89	7.VS	63.62	7.LH	64.04	7. SQ	66.93	7.KU	66.67
8.EY	63.48	8.VN	62.93	8.AY	61.76	8. EY	63.39	8.VS	66.62
9.SU	61.33	9.TK	62.89	9.CX	60.17	9. VN	62.67	9.LX	66.52
AVG	57.28	10.TG	62.88	10.TG	59.86	AVG	61.43	10.VN	66.41
10.AF	55.20	11.EY	62.13	AVG	59.82	10. LH	61.10	11.LH	64.71
11.AI	54.90	AVG	61.87	11.LX	58.05	11. CX	59.34	AVG	64.18
12.EK	53.60	12.CX	58.04	12.AF	57.80	12. KU	59.09	12.AY	63.13
13.CX	51.27	13.EK	56.28	13.VN	55.58	13. AY	58.44	13.SV	60.84
14.SV	50.58	14.SV	55.64	14.KU	50.00	14. TG	57.51	14.TG	59.22
15.BA	49.52	15.KL	52.98	15.SV	49.79	15. KL	54.35	15.CZ	57.77
16.LH	47.36	16.CZ	52.41	16.BA	49.67	16. CZ	50.84	16.CX	57.70
17.TG	47.17	17.KU	48.00	17.EY	48.40	17. AF	50.66	17.KL	53.95
18.CZ	44.81	18.AF	47.88	18.KL	47.64	18. BA	46.53	18.BA	49.68
19.AY	44.04	19.LH	45.40	19.CZ	41.34	19. AI	42.47	19.AF	43.56
20.KL	42.09	20.BA	43.53	20.AI	20.83	20. SV	42.31		
21.VN	41.54	21.AI	39.39						

Food and Drinks

Economy Class

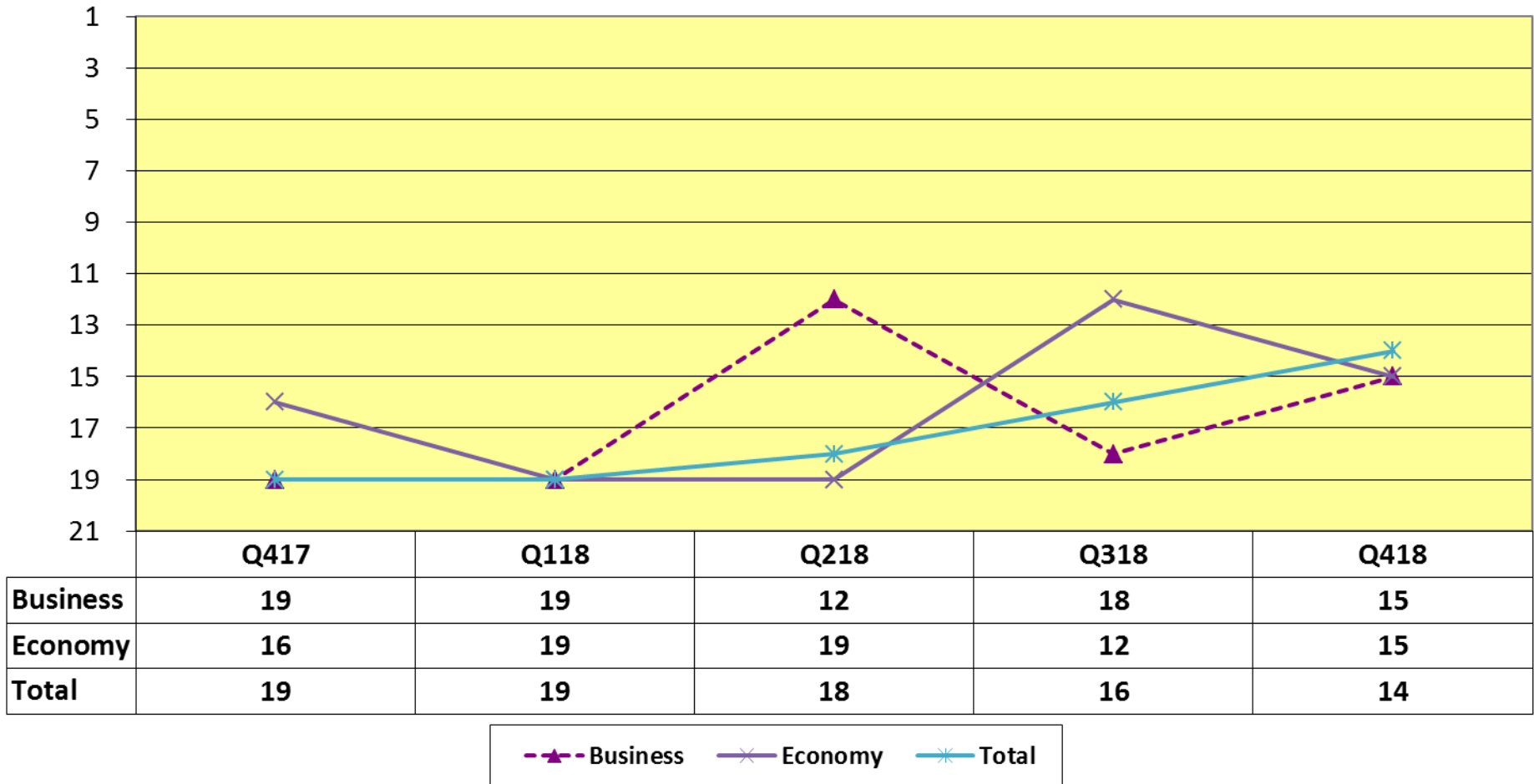
Weighted Sample Size

Overall Rating for Food and Drinks Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	77.48	1.JL	78.93	1.JL	73.22	1. JL	72.67	1.JL	79.05
2.QR	57.96	2.TK	57.35	2.QR	56.97	2. SQ	62.21	2.TK	56.11
3.EK	56.62	3.SQ	52.79	3.EK	55.13	3. QR	59.06	3.QR	53.37
4.TK	53.79	4.LX	51.69	4.SQ	52.45	4. TK	55.94	4.SQ	52.52
5.SQ	46.27	5.EK	49.09	5.TK	51.18	5. KU	55.07	5.SV	50.93
6.LX	45.63	6.KU	48.89	6.KU	49.07	6. EK	53.59	6.EK	50.75
7.VS	44.55	7.QR	48.26	7.LX	48.61	7. LX	50.02	7.KU	46.25
8.CX	43.83	8.SU	46.05	8.VS	48.61	8. AF	47.72	AVG	44.55
9.SU	43.53	9.AF	43.07	9.SV	46.96	9. SV	46.52	8.CZ	42.64
AVG	42.86	10.KL	42.82	AVG	45.23	AVG	45.19	9.LX	41.97
10.KU	40.74	AVG	42.14	10.CX	44.33	10. VS	41.98	10.VS	40.59
11.EY	40.60	11.SV	40.88	11.LH	42.79	11. TG	39.82	11.KL	40.29
12.AF	38.88	12.VS	40.78	12.CZ	41.97	12. EY	38.70	12.AF	40.16
13.SV	38.74	13.CX	37.50	13.EY	40.64	13. VN	37.64	13.TG	39.73
14.AY	38.20	14.LH	36.10	14.KL	38.88	14. CZ	37.35	14.EY	37.98
15.TG	37.32	15.EY	36.02	15.AY	37.48	15. KL	36.97	15.CX	36.06
16.VN	35.53	16.TG	33.46	16.TG	36.79	16. AY	34.32	16.LH	34.21
17.KL	35.14	17.AY	32.71	17.AF	36.09	17. AI	33.57	17.BA	33.55
18.CZ	34.43	18.AI	29.52	18.AI	35.26	18. CX	32.07	18.AY	32.09
19.LH	34.11	19.CZ	29.28	19.VN	34.80	19. LH	30.59	19.VN	30.22
20.BA	33.55	20.VN	26.84	20.BA	33.32	20. BA	25.64		
21.AI	26.47	21.BA	25.08						

Overall In-Flight Entertainment Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Rating for In-flight Entertainment



In-flight Entertainment

Total Class

Weighted Sample Size

Overall Rating for In-Flight Entertainment Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	72.77	1.JL	76.45	1.EK	74.01	1. EK	73.20	1.EK	69.37
2.EK	65.60	2.SQ	64.35	2.JL	71.11	2. JL	71.43	2.JL	67.71
3.SQ	56.91	3.EK	59.35	3.SQ	66.36	3. SQ	71.02	3.SQ	61.76
4.QR	55.34	4.TK	57.55	4.QR	63.02	4. QR	59.97	4.QR	60.02
5.EY	49.38	5.VS	53.65	5.CX	53.95	5. TK	59.48	5.SV	55.29
6.TK	49.11	6.QR	53.16	6.VS	53.00	6. VS	52.50	6.TK	53.06
7.VS	47.88	7.CX	46.18	7.KU	51.58	7. CX	50.58	7.VS	52.26
8.CX	44.40	8.SU	45.09	8.TK	51.18	AVG	48.24	8.CX	49.57
AVG	43.48	9.EY	44.70	9.EY	49.69	8. AY	48.13	9.CZ	47.87
9.KU	40.90	10.SV	44.65	AVG	48.55	9. KU	47.88	AVG	47.38
10.SV	40.89	AVG	44.64	10.KL	45.36	10. AF	44.33	10.EY	46.72
11.AF	39.80	11.KU	43.43	11.SV	45.08	11. KL	44.07	11.KL	43.37
12.SU	39.12	12.KL	43.41	12.AY	43.63	12. SV	43.71	12.KU	42.79
13.AY	39.11	13.AF	42.01	13.AF	43.10	13. EY	42.65	13.AF	41.06
14.VN	38.78	14.LH	40.08	14.CZ	41.88	14. LH	41.79	14.TG	37.19
15.KL	37.05	15.AY	39.02	15.LH	40.93	15. VN	40.65	15.AY	36.56
16.LH	36.38	16.LX	37.54	16.LX	39.12	16. TG	39.07	16.VN	35.87
17.LX	36.17	17.VN	32.79	17.VN	38.91	17. CZ	38.61	17.LH	34.32
18.BA	35.46	18.BA	30.66	18.TG	37.87	18. LX	38.11	18.LX	33.04
19.TG	34.44	19.TG	30.15	19.BA	35.68	19. BA	32.60	19.BA	26.58
20.CZ	27.46	20.CZ	28.47	20.AI	24.61	20. AI	24.14		
21.AI	24.54	21.AI	23.15						

In-flight Entertainment

Business Class

Weighted Sample Size

Overall Rating for In-Flight Entertainment Customer Satisfaction Index Benchmarking / Business Class (Q317-Q318)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	68.74	1.JL	77.01	1.JL	76.23	1. EK	75.17	1.JL	71.78
2.SQ	68.35	2.SQ	73.01	2.EK	69.63	2. QR	73.23	2.QR	69.92
3.EK	61.16	3.QR	67.61	3.QR	68.73	3. JL	72.89	3.KU	66.67
4.TK	54.58	4.VS	57.27	4.SQ	65.92	4. SQ	72.76	4.SV	63.44
5.EY	54.17	5.EK	57.21	5.CX	65.16	5. VS	70.22	5.EK	61.37
6.QR	52.32	6.SU	56.70	6.TK	58.81	6. TK	62.36	6.CX	60.55
7.CX	48.33	7.TK	56.52	7.VS	55.99	7. KL	52.45	7.SQ	60.20
8.SV	48.14	8.EY	54.42	AVG	50.47	8. CX	52.07	8.TK	57.58
AVG	43.72	9.KU	52.00	8.KU	50.00	AVG	50.45	9.VS	56.04
9.VS	42.17	10.CX	50.80	9.SV	48.62	9. KU	48.84	AVG	50.47
10.VN	41.50	AVG	50.80	10.LH	45.49	10. AY	45.21	10.EY	48.84
11.AY	41.25	11.SV	47.26	11.AY	44.87	11. EY	44.45	11.KL	47.55
12.KU	41.18	12.KL	46.32	12.TG	44.34	12. SV	44.17	12.AF	41.74
13.SU	37.45	13.AY	46.15	13.EY	43.71	13. LH	41.49	13.CZ	40.43
14.AF	36.06	14.LH	45.11	14.VN	43.21	14. LX	41.10	14.LX	39.81
15.LH	35.73	15.AF	42.59	15.CZ	43.02	15. VN	41.09	15.TG	39.30
16.LX	35.63	16.LX	40.98	16.LX	39.46	16. CZ	37.74	16.LH	37.12
17.AI	31.73	17.VN	40.04	17.AF	37.61	17. AF	34.56	17.VN	36.34
18.BA	30.85	18.CZ	39.78	18.KL	36.51	18. TG	33.87	18.AY	34.34
19.TG	28.46	19.TG	38.52	19.BA	32.59	19. BA	31.02	19.BA	25.13
20.CZ	25.13	20.BA	31.76	20.AI	25.69	20. AI	28.21		
21.KL	24.06	21.AI	19.35						

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In-flight Entertainment

Economy Class

Weighted Sample Size

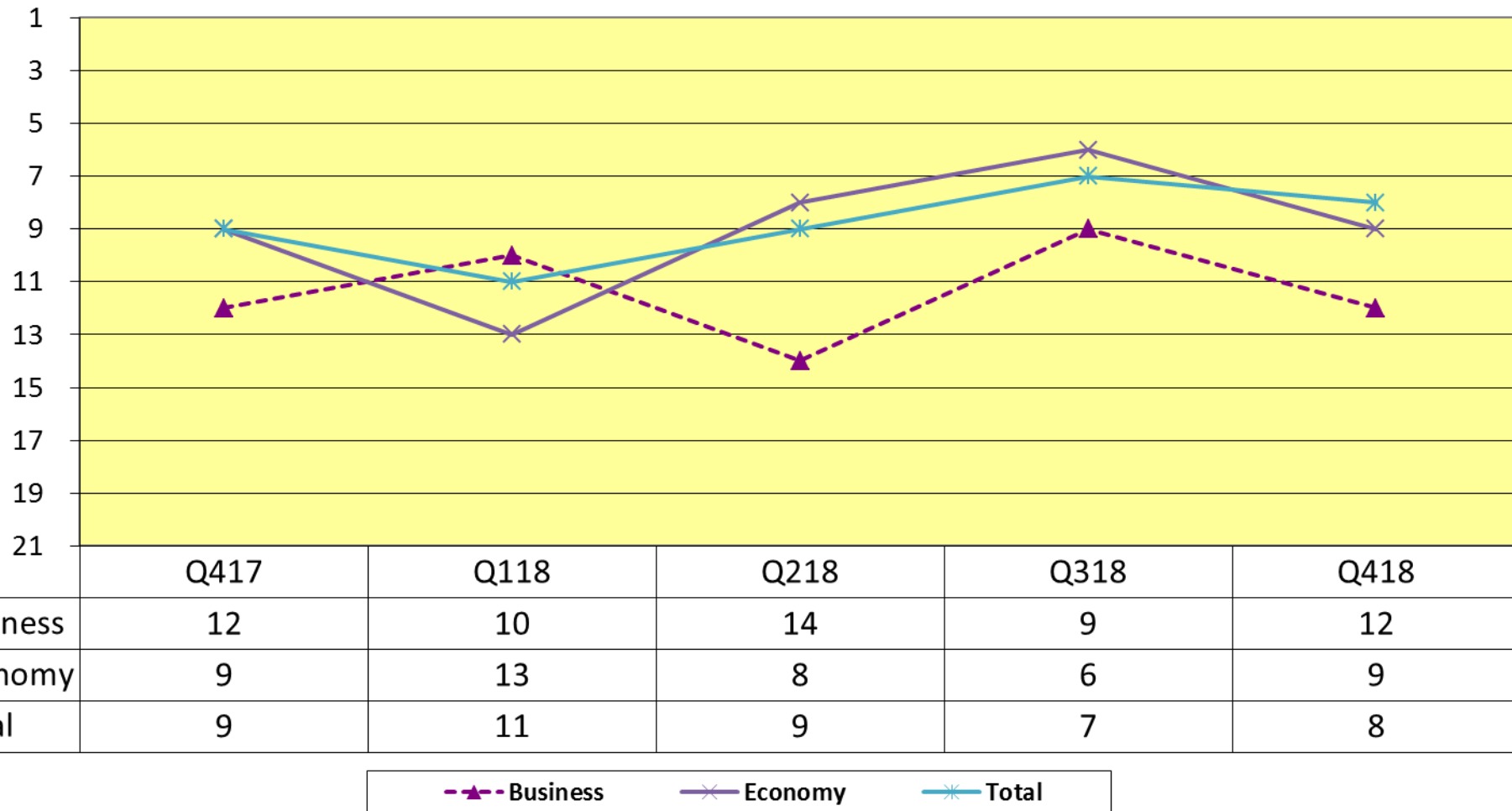
Overall Rating for In-Flight Entertainment Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	74.99	1.JL	75.46	1.EK	76.12	1. EK	71.98	1.EK	72.45
2.EK	67.63	2.EK	60.34	2.JL	67.32	2. SQ	70.60	2.JL	65.65
3.QR	56.28	3.TK	58.03	3.SQ	65.95	3. JL	70.18	3.SQ	61.02
4.VS	52.83	4.SQ	57.29	4.QR	59.82	4. TK	58.16	4.QR	54.71
5.SQ	49.42	5.VS	51.59	5.EY	52.14	5. QR	54.52	5.TK	50.77
6.CX	47.58	6.CX	48.60	6.VS	51.45	6. CX	50.14	6.SV	50.63
7.EY	46.76	7.QR	46.35	7.KU	51.19	7. AF	49.66	7.VS	50.29
8.TK	46.62	8.AF	43.73	8.CX	50.47	8. AY	49.61	8.CZ	49.06
9.AF	43.92	9.SV	42.60	9.KL	49.69	9. KU	47.71	AVG	45.75
10.KL	43.46	10.KU	42.48	10.TK	47.63	AVG	46.84	9.EY	45.61
AVG	43.17	11.KL	41.95	AVG	47.20	10. VS	45.82	10.CX	44.54
11.KU	41.49	AVG	41.77	11.SV	44.08	11. SV	42.64	11.KL	41.29
12.VN	38.62	12.SU	40.16	12.AF	43.25	12. TG	41.00	12.KU	40.10
13.AY	38.05	13.EY	38.31	13.AY	43.00	13. EY	40.50	13.AF	38.95
14.SU	37.95	14.LH	35.63	14.CZ	40.95	14. KL	39.81	14.AY	37.59
15.BA	37.03	15.AY	35.46	15.LX	39.22	15. VN	39.22	15.TG	36.97
16.TG	36.80	16.LX	34.29	16.BA	37.45	16. CZ	39.00	16.VN	35.09
17.SV	36.55	17.VN	32.40	17.VN	36.83	17. LX	36.92	17.LH	30.92
18.LX	35.32	18.BA	29.40	18.LH	35.41	18. LH	35.87	18.LX	30.02
19.LH	30.98	19.TG	25.90	19.TG	33.22	19. BA	31.45	19.BA	26.79
20.CZ	27.39	20.CZ	25.46	20.AI	24.51	20. AI	23.05		
21.AI	23.05	21.AI	23.61						

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Overall Post Flight Ranking Trend Analysis

(Ranked by Customer Satisfaction Index)

Overall Rating for Post Flight



Post Flight

Total Class

Weighted Sample Size

Overall Rating for Post Flight Customer Satisfaction Index Benchmarking /Total Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	89.64	1.JL	86.92	1.JL	87.34	1. JL	85.43	1.JL	86.83
2.SQ	78.81	2.SQ	81.31	2.QR	75.75	2. SQ	80.18	2.VS	80.51
3.LX	76.35	3.QR	75.06	3.SQ	75.73	3. LX	78.74	3.SQ	78.81
4.QR	76.16	4.LX	73.99	4.VS	75.18	4. AY	75.13	4.QR	77.05
5.VS	75.57	5.VS	73.85	5.AY	74.32	5. QR	74.85	5.EK	75.45
6.EY	72.94	6.LH	70.83	6.EK	73.42	6. EK	72.34	6.AY	73.38
7.CX	71.60	7.EY	69.56	7.LX	71.23	7. TG	70.37	7.LX	71.03
8.EK	69.25	8.AY	68.73	8.CX	70.48	8. CX	70.32	8.TG	68.47
9.TG	68.76	9.TK	67.69	9.TG	68.17	9. VS	69.84	AVG	68.30
10.AY	68.27	10.EK	66.11	10.LH	68.08	10. LH	67.18	9.CZ	68.17
AVG	66.94	AVG	65.37	AVG	67.37	AVG	67.08	10.VN	68.00
11.LH	65.65	11.TG	64.69	11.EY	66.64	11. KL	64.76	11.KL	67.70
12.KL	64.90	12.KL	63.78	12.TK	66.56	12. VN	64.36	12.EY	66.29
13.BA	64.89	13.SU	62.34	13.BA	65.24	13. EY	64.24	13.TK	65.65
14.VN	62.72	14.KU	62.24	14.VN	64.00	14. BA	63.79	14.CX	64.66
15.AF	62.36	15.CX	61.51	15.CZ	63.81	15. TK	62.36	15.LH	64.26
16.SU	61.95	16.AF	58.72	16.AF	61.54	16. AI	61.33	16.BA	58.54
17.TK	61.83	17.VN	57.31	17.KL	59.83	17. AF	61.12	17.KU	56.47
18.CZ	57.83	18.AI	55.68	18.KU	59.77	18. KU	59.33	18.AF	56.23
19.KU	56.40	19.CZ	52.95	19.AI	53.54	19. CZ	58.78	19.SV	54.82
20.AI	54.20	20.BA	52.66	20.SV	50.94	20. SV	45.79		
21.SV	47.73	21.SV	50.01						

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Post Flight Business Class

Weighted Sample Size

Overall Rating for Post Flight Customer Satisfaction Index Benchmarking /Business Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	95.06	1.SQ	91.51	1.JL	88.84	1. JL	87.46	1.VS	92.64
2.SQ	88.65	2.VS	87.90	2.CX	85.69	2. VS	84.75	2.QR	91.76
3.VS	87.89	3.JL	86.04	3.SQ	84.66	3. SQ	84.12	3.JL	85.13
4.QR	82.12	4.QR	83.41	4.QR	84.00	4. QR	83.54	4.EK	82.21
5.VN	81.49	5.CX	78.55	5.AY	81.81	5. LX	82.57	5.LX	82.05
6.EY	78.51	6.LX	77.81	6.EK	80.95	6. EK	82.06	6.AY	81.99
7.LX	77.20	7.EY	74.71	7.VS	80.56	7. CX	80.52	7.SQ	81.18
8.AY	76.26	8.AY	74.26	8.VN	78.83	8. VN	78.33	8.LH	76.86
9.CX	75.95	9.LH	73.54	9.BA	76.46	9. TG	75.54	9.VN	76.82
10.AF	75.37	AVG	71.59	10.LH	76.00	10. BA	75.06	10.TK	76.72
11.KL	74.41	10.TG	70.27	AVG	74.23	11. KL	74.70	11.KL	76.20
AVG	74.29	11.SU	68.76	11.LX	73.32	12. EY	74.44	AVG	75.59
12.TG	74.12	12.EK	67.70	12.EY	73.02	AVG	73.41	12.TG	74.63
13.KU	69.44	13.KL	67.11	13.TK	72.70	13. CZ	73.20	13.CX	72.90
14.EK	69.16	14.CZ	66.37	14.TG	72.58	14. AY	72.82	14.KU	70.83
15.AI	69.12	15.VN	65.50	15.CZ	70.12	15. LH	71.46	15.CZ	69.86
16.SU	67.96	16.AI	61.76	16.KL	65.21	16. TK	65.40	16.BA	68.01
17.TK	67.95	17.BA	61.63	17.KU	63.33	17. KU	62.79	17.EY	64.16
18.BA	65.93	18.TK	61.56	18.AF	61.74	18. AI	54.09	18.SV	60.66
19.CZ	65.07	19.AF	60.47	19.AI	53.85	19. SV	51.49	19.AF	56.42
20.LH	64.01	20.SV	54.60	20.SV	50.59	20. AF	51.14		
21.SV	58.79	21.KU	52.00						

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Post Flight

Economy Class

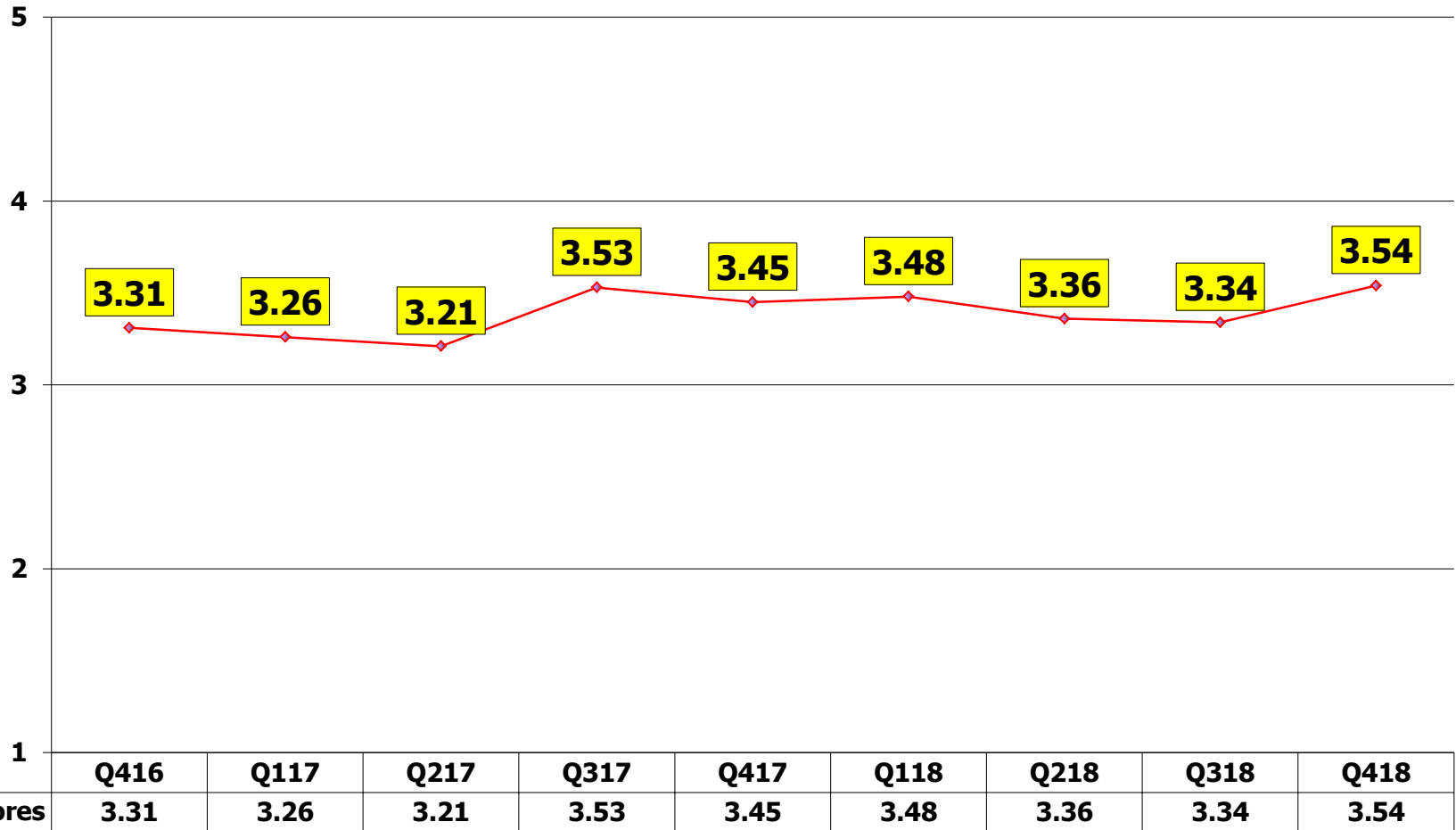
Weighted Sample Size

Overall Rating for Post Flight Customer Satisfaction Index Benchmarking /Economy Class (Q417 – Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JL	86.50	1.JL	88.07	1.JL	85.81	1. JL	84.28	1.JL	86.06
2.LX	75.95	2.SQ	72.59	2.QR	71.06	2. SQ	78.97	2.VS	76.43
3.QR	72.88	3.LX	71.46	3.AY	70.60	3. AY	76.29	3.SQ	74.90
4.SQ	72.88	4.TK	70.70	4.LX	70.38	4. LX	76.10	4.EK	72.06
5.VS	71.94	5.QR	70.41	5.VS	69.62	5. QR	70.78	5.QR	69.65
6.EY	70.00	6.LH	70.11	6.SQ	69.03	6. TG	69.24	6.AY	69.15
7.CX	69.53	7.EY	66.55	7.EK	68.84	7. EK	67.36	7.CZ	67.83
8.EK	69.18	8.AY	65.96	8.TG	64.59	8. VS	66.60	8.EY	67.17
9.TG	66.35	9.VS	65.63	9.EY	63.98	9. AF	66.16	9.TG	65.26
10.BA	65.40	10.EK	64.83	10.TK	63.59	10. CX	63.85	10.LX	65.21
11.LH	64.48	11.KU	63.09	AVG	63.22	AVG	63.79	AVG	64.27
12.AY	64.31	12.KL	62.06	11.LH	62.12	11. AI	63.07	11.KL	63.39
AVG	63.21	AVG	62.02	12.CX	61.74	12. LH	62.46	12.VN	61.26
13.KL	60.21	13.TG	61.10	13.CZ	61.12	13. TK	60.89	13.CX	60.83
14.TK	58.83	14.SU	60.07	14.AF	58.96	14. KL	59.77	14.TK	60.04
15.SU	58.71	15.AF	58.22	15.KU	58.91	15. KU	59.15	15.LH	57.45
16.VN	56.75	16.AI	54.90	16.KL	57.20	16. EY	58.51	16.AF	55.48
17.AF	55.26	17.VN	51.25	17.BA	56.90	17. VN	54.41	17.KU	54.83
18.KU	54.33	18.CZ	49.29	18.VN	55.08	18. CZ	54.23	18.SV	50.70
19.CZ	53.91	19.CX	48.86	19.AI	53.29	19. BA	51.44	19.BA	50.34
20.AI	51.00	20.BA	47.76	20.SV	50.78	20. SV	42.70		
21.SV	41.13	21.SV	47.18						

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Overall Airport (BKK Only) Mean Scores Trend Analysis Total Class

Weighted Sample size



Top Factors Affecting Overall Satisfaction with TG

Total Class

Weighted Sample size

Items	Correlation	THAI Average / Ranking	Average	Best Practice Airline (1 st Ranking)
1. Value for money	0.782	3.68 / 12	3.73	4.12 / QR
2. Overall rating for cabin crew	0.660	3.95 / 13	4.00	4.36 / JL
3. Helpful and courteous gate staff	0.640	3.93 / 12	3.99	4.40 / JL
4. Overall rating for cabin features	0.624	3.65 / 11	3.69	4.12 / JL
5. Responsiveness of cabin crew	0.618	3.93 / 12	3.98	4.36 / QR
6. Information provided by pilots and cabin crew	0.612	3.78 / 16	3.88	4.16 / SQ
7. Cabin crew available throughout the flight	0.605	3.87 / 15	3.97	4.47 / JL
8. Condition of cabin interior	0.595	3.6 / 15	3.76	4.24 / QR
9. Menu appropriate to time of flight	0.595	3.54 / 14	3.64	4.06 / JL
10. Helpful and courteous cabin crew	0.588	4.06 / 9	4.06	4.49 / JL

All airlines Benchmarking (19 carriers) : AF,AY,BA,CX,CZ,EK,EY,JL,KL,KU,LH,LX,QR,SQ,SV,TG,TK,VN,VS

Remarks:

1. Top factors, which are calculated from Pearson Correlations that greater than 0.500 are used to prioritize products and services to be improved.

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Top Factors Affecting Overall Satisfaction with TG

Royal Silk Class

Weighted Sample size

Items	Correlation	THAI Average / Ranking	Average	Best Practice Airline (1 st Ranking)
1. Value for money	0.799	3.52 / 17	3.74	4.33 / QR
2. Ease of booking	0.751	3.71 / 15	4.01	4.5 / KU
3. Cabin design	0.646	3.43 / 18	3.78	4.40 / QR
4. Helpful and courteous gate staff	0.636	3.73 / 17	3.98	4.41 / VS
5. Overall rating for seat	0.621	3.63 / 18	3.87	4.44 / QR
6. Seat comfort	0.618	3.62 / 18	3.88	4.4 / QR
7. Overall rating for cabin crew	0.610	3.93 / 17	4.11	4.64 / QR
8. Food quality	0.610	3.53 / 18	3.79	4.25 / QR
9. Overall rating for cabin features	0.609	3.59 / 17	3.84	4.4 / QR
10. Overall rating for in-flight food and drink	0.599	3.57 / 15	3.77	4.31 / QR

All airlines Benchmarking (19 carriers) : AF,AY,BA,CX,CZ,EK,EY,JL,KL,KU,LH,LX,QR,SQ,SV,TG,TK,VN,VS

Remarks:

1. Top factors, which are calculated from Pearson Correlations that greater than 0.500 are used to prioritize products and services to be improved.

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Top Factors Affecting Overall Satisfaction with TG

Economy Class

Weighted Sample size

Items	Correlation	THAI Average / Ranking	Average	Best Practice Airline (1 st Ranking)
1. Value for money	0.787	3.76 / 7	3.73	4.08 / JL
2. Overall rating for cabin crew	0.699	3.97 / 7	3.95	4.41 / JL
3. Responsiveness of cabin crew	0.691	3.91 / 10	3.93	4.34 / JL
4. Cabin crew available throughout the flight	0.656	3.9 / 9	3.92	4.52 / JL
5. Professional appearance of cabin crew	0.645	4.1 / 7	4.08	4.55 / JL
6. Selection of meals	0.643	3.06 / 14	3.22	3.86 / JL
7. Overall rating for cabin features	0.639	3.68 / 7	3.6	4.1 / JL
8. Helpful and courteous gate staff	0.636	4.03 / 9	3.98	4.51 / JL
9. Information provided by pilots and cabin crew	0.632	3.82 / 11	3.84	4.14 / JL
10. Menu appropriate to time of flight	0.628	3.54 / 9	3.52	4.04 / JL

All airlines Benchmarking (19 carriers) : AF,AY,BA,CX,CZ,EK,EY,JL,KL,KU,LH,LX,QR,SQ,SV,TG,TK,VN,VS

Remarks:

1. Top factors, which are calculated from Pearson Correlations that greater than 0.500 are used to prioritize products and services to be improved.

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COMMENT

Flight No.	Date	Route from	Route to	Class	Comment
TG961	05-Nov-18	ARN	BKK	First	Eurobonus SAS membership.
TG911	24-Nov-18	LHR	BKK	First	Food quality & quantity have DECLINED, especially in Premium Class, how does Thai Airways select their Gold Passengers to be invited to Platinum? I don't see a fair selection or invitation process to Platinum member. Long term Gold Member (20 years) not being invited to become Platinum, perhaps it is time to move on to the next Airline Frequent Flyer Program. Regards.
TG911	24-Nov-18	LHR	BKK	First	Ground handling in LHR bad the service crew did not clean the first class toilet bowl. Boarding was botched they started when A/C was not ready, no dedicated first class service and no lounge. BKK to MNL old 777 cramped business class seats side by side. Old aircraft small lavatories. Only cabin service was saving grace.
TG920	08-Oct-18	BKK	FRA	Business	Two short things: 1.) Stop showing on the screen it is boarding time when you do not plan to board. Definition of boarding is when the doors are open and passengers move in.
TG917	10-Oct-18	LHR	BKK	Business	Although the Royal Silk business class onboard experience was amazing my husband being a tall man found the leg room space short & tight for his size, when he reclined the seating to 180 degrees.
TG961	11-Oct-18	ARN	BKK	Business	I really feel special when all crew working in business class call me by name.
TG921	12-Oct-18	FRA	BKK	Business	Please try to offer other wines than French only.
TG951	15-Oct-18	CPH	BKK	Business	For return flight to Scandinavia you should improve the selection of bread, and include more whole grain bread iso white bread.
TG917	23-Oct-18	LHR	BKK	Business	The business class seats are too narrow even for me as an average size person and there is nowhere to store items you want in-flight other than in the overhead lockers. There are much better business class seat designs on other airlines. This flight had a fair number of cabin crew but they mostly seemed to be invisible until they all lined up to thank us as we left the plane. We had a following connecting flight Bangkok to Sydney where the staff were much more attentive and provided a far better service.

Flight No.	Date	Route from	Route to	Class	Comment
TG911	26-Oct-18	LHR	BKK	Business	After take off, food and drink took a awful long time to come out.
TG921	29-Oct-18	FRA	BKK	Business	I started my flight in Sydney and paid for my sister to travel with me to collect our mother from Europe, I purchased a one way ticket for her. I have flown Thai Airways before. I loved the service, the only disappointing part of the trip is the planes seem to be much older departing from Australia and then returning to Australia from Bangkok older and not lie flat seats. I cannot fault the staff at Frankfurt airport. My mother is 86 and needed wheelchair assistance this they provided and although the flight was delayed for some time it was not an issue. The plane we departed Frankfurt from was a much newer version and had lie flat seats. Staff were amazing.
TG921	29-Oct-18	FRA	BKK	Business	I was sit behind the galley and the time when the crew preparing the food was quite noisy. I think they should have better procedure to cooperate in handover the stuff not by shouting/asking with loud noise to each other. They spoke in Thai which most of the passergen in the area are foriegn, but at least I am Thai and I can understand what they said and it annoyed me. Other things are good, crew are helpful and polite.
TG911	06-Nov-18	LHR	BKK	Business	THAI are very good at cancelling flights. I like the airline and for me flying via Bangkok is very convenient but they are not good at compensating when they cancel a flights.
TG911	06-Nov-18	LHR	BKK	Business	There is little consistency in the performance of the staff. Sometimes they are excellent, other times they do the bare minimum. On this flight I kept having to ask for things all the time.
TG974	12-Nov-18	BKK	DME	Business	Upgrade the old 772 planes with the new seats.
TG911	15-Nov-18	LHR	BKK	Business	Generally, I like the seats/beds in business class, but there is not quite enough room for a tall person. The meals are a bit limited now.
TG916	16-Nov-18	BKK	LHR	Business	More flight schedule displays within the lounges.
TG971	20-Nov-18	ZRH	BKK	Business	Would wish Thai Airways offers First Class on the Zurich flight. Availability in Premium Class is too little. Difficult to find space.
TG910	30-Nov-18	BKK	LHR	Business	I fly over a 100 flights a year 80% THAI. 90% of the time the flight is late departing, very rarely does preferred luggage arrival happen in Thailand. Especially CNX They don't care!

Flight No.	Date	Route from	Route to	Class	Comment
TG911	01-Dec-18	LHR	BKK	Business	As a Gold member I used to be greeted specially by the cabin crew and welcomed on board. This has not happened on recent flights and I miss the personal touch.
TG954	04-Dec-18	BKK	OSL	Business	I had a return flight to Bangkok TG955 14.12.2018 and was not so happy with this flight. The airplane was not the same, and service was not good. Very slow serving of food and in general no good serve.
TG971	06-Dec-18	ZRH	BKK	Business	One question with the plane I boarded: one rest room of the Business class was out of order.
TG961	10-Dec-18	ARN	BKK	Business	I have travelled Thai Airways many times over the years always long haul and always in business or premium economy. This time the seat was dirty, the footrest dirty, and the blanket in need of repair. I wrote to Thai Airways immediately on landing to give constructive feedback to this end. I discovered that there is no direct channel to deliver such constructive criticism. I attempted to send images via a website form but could not load images to the form. I hope to get a response from Thai Airways. No response as yet 24 hours later yet. I am a diamond Eurobonus member.
TG950	11-Dec-18	BKK	CPH	Business	We used the THAI lounge on concourse C on the right side. The seats/armrests inside the lounge were extremely filthy and urgently need attention
TG924	27-Dec-18	BKK	MUC	Business	It is still my opinion that Thai Air staff need targeted training in dealing with difficult passengers. I have witnessed two incidents over the past 12 months where Thai Air Staff have been unable to.
TG911	04-Oct-18	LHR	BKK	Economy	Check-in was not the best but that is Heathrow's problem and not Thai Airways, it was the same for all passengers and airlines. Boarding was chaotic - no-one seemed to be in charge. I suggest boarding groups printed on the boarding passes based on seat row numbers and a rigid enforcement of this policy as some of the 'budget' airlines do. It makes for a much easier boarding experience and less congestion in the aisles.
TG911	04-Oct-18	LHR	BKK	Economy	Enjoyed the airline. Friendly check in at London Heathrow. Easy boarding and gate info. Lovely in flight meals. Seat comfort was uncomfortable and unable to sleep.

Flight No.	Date	Route from	Route to	Class	Comment
TG961	11-Oct-18	ARN	BKK	Economy	If I want to have a drink after dinner it's difficult to have anything. It is not that I want to be drunk but it can be nice on a long travel time.
TG971	13-Oct-18	ZRH	BKK	Economy	This was the best Thai trip in the last 2 years
TG951	16-Oct-18	CPH	BKK	Economy	The quality of the meals used to be much better The 30 kg baggage allowance is very good.
TG945	17-Oct-18	FCO	BKK	Economy	Check-in staff members showed exceptional customer service. Thank you.
TG945	17-Oct-18	FCO	BKK	Economy	Was hungry in middle of flight and not much movies.
TG910	18-Oct-18	BKK	LHR	Economy	I fly with a few airlines now and I find Thai Airways is one for the best. One example expressly when food is served the seat must be put up right so customers can eat their food properly not like British Airways where there is no courtesy. I would like to fly business class and have the experience many thanks for a great flight all so thanks to the staff on TG0910.
TG925	18-Oct-18	MUC	BKK	Economy	The quality of the food for breakfast (scrambled eggs and hash browns) on this flight was not acceptable. It seemed the food has been frozen and thawed several times. It was simply not eatable.
TG916	19-Oct-18	BKK	LHR	Economy	I don't feel I gain much from being a Silver member apart from the booking process. It would be nice if you introduced premium economy on the LHR to BKK route.
TG910	19-Oct-18	BKK	LHR	Economy	I was very happy with this flight, Thank you.
TG925	19-Oct-18	MUC	BKK	Economy	ควรมีบริการตรวจสอบสถานะของกระเป๋าในระหว่างเปลี่ยนเครื่องระหว่างสายการบินว่าสัมภาระได้นำขึ้นเครื่องเรียบร้อยแล้ว
TG917	22-Oct-18	LHR	BKK	Economy	I had help with the airport staff for my entire journey, without their help I don't if I would be unable to go to visit my family in Australia, they really went out of the way to make my journey possible. I am very impressed with the quality of staff you employ. THANK YOU.

Flight No.	Date	Route from	Route to	Class	Comment
TG971	31-Oct-18	ZRH	BKK	Economy	Confiance.
TG910	04-Nov-18	BKK	LHR	Economy	I seem to struggle with securing the seat I want. I have booked my seat only to find I have been moved. I have booked several long haul flights with THAI and many internal and complained to the London office but felt no one seemed that bothered. I have a house in Thailand so travel a lot but definitely don't feel in any way special despite spending quite a few thousand a year with the airline.
TG961	06-Nov-18	ARN	BKK	Economy	I am a member of SAS bonus program but this trip doesn't gave me any miles even though Thai Airways and SAS are both members of Star Alliance, I found this outrageous.
TG961	06-Nov-18	ARN	BKK	Economy	It was so cold to sit at the time that I froze for 10 hours and had difficulty sleeping. Crew did not want to change the temperature.
TG954	08-Nov-18	BKK	OSL	Economy	We prefer Thai Airways. They are noting else than PERFEKT . .
TG954	09-Nov-18	BKK	OSL	Economy	On the connecting flight from Sydney to Bangkok the rice was dried out and the chicken for the second meal tasted like it had been refrozen and thawed before cooking. Also, why do the blinds have to be shut on a daytime flight? It is difficult to get to sleep at the hotel having already been almost forced to sleep on the flight.
TG954	09-Nov-18	BKK	OSL	Economy	Rude man at the Thai Air Counter at the gate ruined the travel experience. Poor security in the cabin. For example one passenger was sleeping on her table while landing in Oslo without the cabin crew doing anything about it. I have a picture of it.
TG920	10-Nov-18	BKK	FRA	Economy	The service is ok , I wish I can have more time spending on this country.

Flight No.	Date	Route from	Route to	Class	Comment
TG937	12-Nov-18	VIE	BKK	Economy	Dreamliner: Tray in front of seat 32K was not horizontal any more, but sagging down; it therefore was nearly not possible to keep the food tray staying on top of it, but it always slid back - direction seat - again. Same was with the two seats next to me.
TG974	12-Nov-18	BKK	DME	Economy	พนักงานภาคพื้นและบนเครื่องบินบริการดีมาก ๆ อาหารอร่อยขึ้นจากเมื่อก่อน ที่นั่งควรจะมีพอร์ท USB สำหรับชาร์จอุปกรณ์อิเล็กทรอนิกส์ได้แล้ว จอภาพส่วนตัวไม่ค่อยชัดเท่าที่ควร
TG955	13-Nov-18	OSL	BKK	Economy	Good airline :)
TG916	16-Nov-18	BKK	LHR	Economy	Need to update the 777-300 aircraft as now an aging aircraft on this route.
TG971	06-Dec-18	ZRH	BKK	Economy	1. Please consider to add Premium Economy on all long flights. 2. Please consider to make economy seats with more leg room. 2. Please consider cost of ticket, which are higher than most airlines.
TG935	09-Dec-18	BRU	BKK	Economy	I flew with THAI some time ago and found that they have lost a bit of their previous glamour. Everything is a bit routine and comparable to other airlines. Still a very good average but it is a pity that over the years quality seems to have gone down.
TG951	08-Nov-18	CPH	BKK	Special Economy	Something should be done about the lack of internet on the route.

Contact Point

- **Any questions/assistance, please contact :**

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