
Star OCSS

(Star Alliance Online Customer Satisfaction Survey)

October-December 2018

Customer Satisfaction Research and Analysis Department (BKKSZ-R)

Customer Relations & Services Quality Department (BKKSZ)

Star Alliance Online Report

Oct-Dec18

Main Item CSI and Ranking Trend

Weighted Sample Size

Service Items / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Overall Satisfaction	Total Class	CSI	64.86	64.40	65.24	67.08	66.44
		Ranking	16/28	17/28	16/28	11/28	12/28
	Royal Silk	CSI	65.40	68.38	63.07	67.28	70.43
		Ranking	19/24	16/24	19/24	11/22	13/22
	Economy	CSI	64.62	63.66	65.52	67.02	65.72
		Ranking	16/28	17/28	16/28	9/28	13/28

Pre-Flight Service Item CSI and Ranking Trend

Service Items / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Check-in	Total Class	CSI	73.61	72.23	71.42	73.48	71.86
		Ranking	22/28	23/28	23/28	15/28	12/26
	Royal Silk	CSI	76.43	76.67	72.98	74.75	77.68
		Ranking	16/24	15/24	20/24	14/22	11/19
	Economy	CSI	73.04	71.40	71.07	73.23	70.62
		Ranking	22/28	23/28	24/28	15/28	12/26
Lounge	Total Class	CSI	43.13	46.60	44.92	45.93	47.03
			20/27	19/27	19/27	18/25	21/25
	Royal Silk	Ranking	42.63	44.74	39.70	45.62	44.56
			17/24	15/24	22/24	13/22	17/22
Boarding	Total Class	CSI	58.06	58.21	59.29	60.68	62.57
		Ranking	23/28	25/28	22/28	14/28	16/28
	Royal Silk	CSI	60.55	57.56	55.51	59.42	58.19
		Ranking	14/24	19/24	22/24	13/22	16/22
	Economy	CSI	57.46	58.22	59.89	60.87	63.32
		Ranking	23/28	24/28	22/28	15/28	14/28
Punctuality	Total Class	CSI	63.47	63.24	66.52	65.46	66.85
		Ranking	25/28	22/28	18/28	11/28	19/28

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In-Flight Service Item CSI and Ranking Trend

Service Items/ Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Cabin crew	Total Class	CSI	64.99	64.35	64.62	68.40	65.74
		Ranking	23/28	24/28	22/28	18/28	20/28
	Royal Silk	CSI	70.34	68.65	67.12	70.40	68.43
		Ranking	18/24	21/24	20/24	13/22	18/22
	Economy	CSI	64.02	63.54	64.08	68.03	65.23
		Ranking	23/28	24/28	23/28	18/28	21/28
Food & Beverages	Total Class	CSI	45.16	46.02	46.25	48.83	48.40
		Ranking	14/28	15/28	16/28	12/27	13/27
	Royal Silk	CSI	50.54	51.52	49.18	53.74	51.72
		Ranking	17/24	16/24	18/24	12/22	17/22
	Economy	CSI	44.03	44.89	45.62	47.92	47.73
		Ranking	13/28	14/28	13/28	12/27	12/27

In-Flight Service Item CSI and Ranking Trend

Service Items / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
IFE	Total Class	CSI	43.32	41.78	45.18	42.20	43.34
		Ranking	13/28	14/28	12/27	14/26	15/26
	Royal Silk	CSI	37.85	36.63	39.23	35.66	39.90
		Ranking	16/23	16/23	15/23	13/20	11/20
	Economy	CSI	44.10	42.61	46.03	43.28	43.99
		Ranking	12/28	13/28	11/26	14/25	16/26
Cabin Comfort	Total Class	CSI	53.99	55.40	53.53	56.05	57.59
		Ranking	16/28	17/28	19/28	13/28	13/28
	Royal Silk	CSI	59.70	59.58	57.94	58.83	61.30
		Ranking	15/24	16/24	16/24	14/22	12/22
	Economy	CSI	52.89	54.59	52.66	55.54	56.91
		Ranking	16/28	14/28	19/28	14/28	14/28

Post-Flight Service Item CSI and Ranking Trend

Weighted Sample Size

Service Item / Class / CSI / Ranking			Q417	Q118	Q218	Q318	Q418
Baggage handling	Total Class	CSI	59.74	57.40	57.78	61.31	61.17
		Ranking	26/28	24/28	26/28	17/28	22/27
	Royal Silk	CSI	63.16	58.77	59.96	63.11	63.36
		Ranking	13/24	18/24	16/24	12/22	14/21
	Economy	CSI	58.99	57.07	57.30	60.94	60.76
		Ranking	26/28	26/28	27/28	17/27	22/27

Survey Objectives, Database And Method

Survey Objectives

Major purposes of the OCSS:

- Analysis of customer satisfaction regarding all products and services of Star Alliance along the travel experience (as well as individual performance of each carrier)
- Analysis of fulfillment of Star Alliance promises
- Continuous monitoring of satisfaction with products and services and performance of all member carriers over time

Universe

- All Star Alliance FFP members on the whole Star Alliance route network

Sampling Procedure

- Stratified random sampling for each carrier by tier level, class and haul

Customer Satisfaction Index (CSI)

- % satisfied passengers calculated from percentage of respondents who have **rated 1 and 2**.
- show only airline **respondents ≥ 30**

Survey Method

- Online Survey

Survey Period

October-December 2018

Weighting Of The Data

- Results are weighted according to tier level, class and haul of each member carrier. Each member carrier contributes equally to total.
- Weighting for own 1 members and other ffp members according to carrier's passenger structure.

Airline Members

(Quarter 4/18 = 28 Carriers)

Airlines	
A3	Aegean
AC	Air Canada
AI	Air India
AV	Avianca (AV)
BR	Eva Air
CA	Air China
CM	Copa Airlines
ET	Ethiopian Airlines
JP	Adria Airways
LH	Lufthansa
LO	Lot Polish Airlines
LX	Swiss air
MS	Egypt air
NH	ANA

Airlines	
NZ	Air New Zealand
O6	Avianca Brazil
OS	Austrian
OU	Croatian Airlines
OZ	Asiana Airlines
SA	South African Airways
SK	Sas Scandinavian Airlines
SN	SN Brussels Airlines
SQ	Singapore Airlines
TG	Thai Airways
TK	Turkish Airlines
TP	Tap Portugal
UA	United Airlines
ZH	Shenzhen Airlines

Demographics

Age	Number	Percent
Younger than 21 years	14	1
21-30 years	200	8
31-40 years	531	22
41-50 years	711	29
51-60 years	572	23
Over 60 years	432	18
Total	2,460	100

Class of Travel	Number	Percent
First Class	16	1
Business Class	453	18
Economy Class	1,991	81
Total	2,460	100

Primary Purpose of this trip	Number	Percent
Business/Work	1,205	49
Leisure/Private	1,266	51
Total	2,460	100

Gender	Number	Percent
Male	1,637	67
Female	823	33
Total	2,460	100

Net Promoter Score - NPS



Oct-Dec18

Star Alliance Online Report

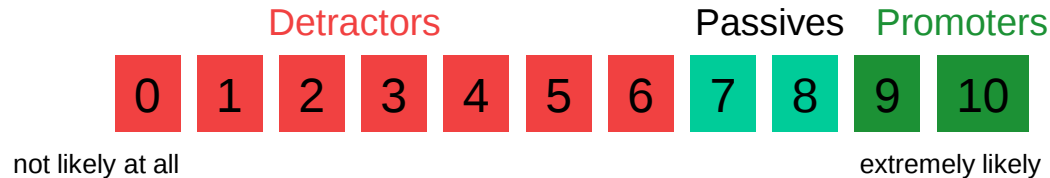
Net Promoter Score and System

The Net Promoter Score is based on the fundamental perspective that every company's customers can be divided into three categories: Promoters, Passives, and Detractors.

Question asked:

How likely is it that you would recommend [your carrier] to a friend or colleague?

Rating Scale:



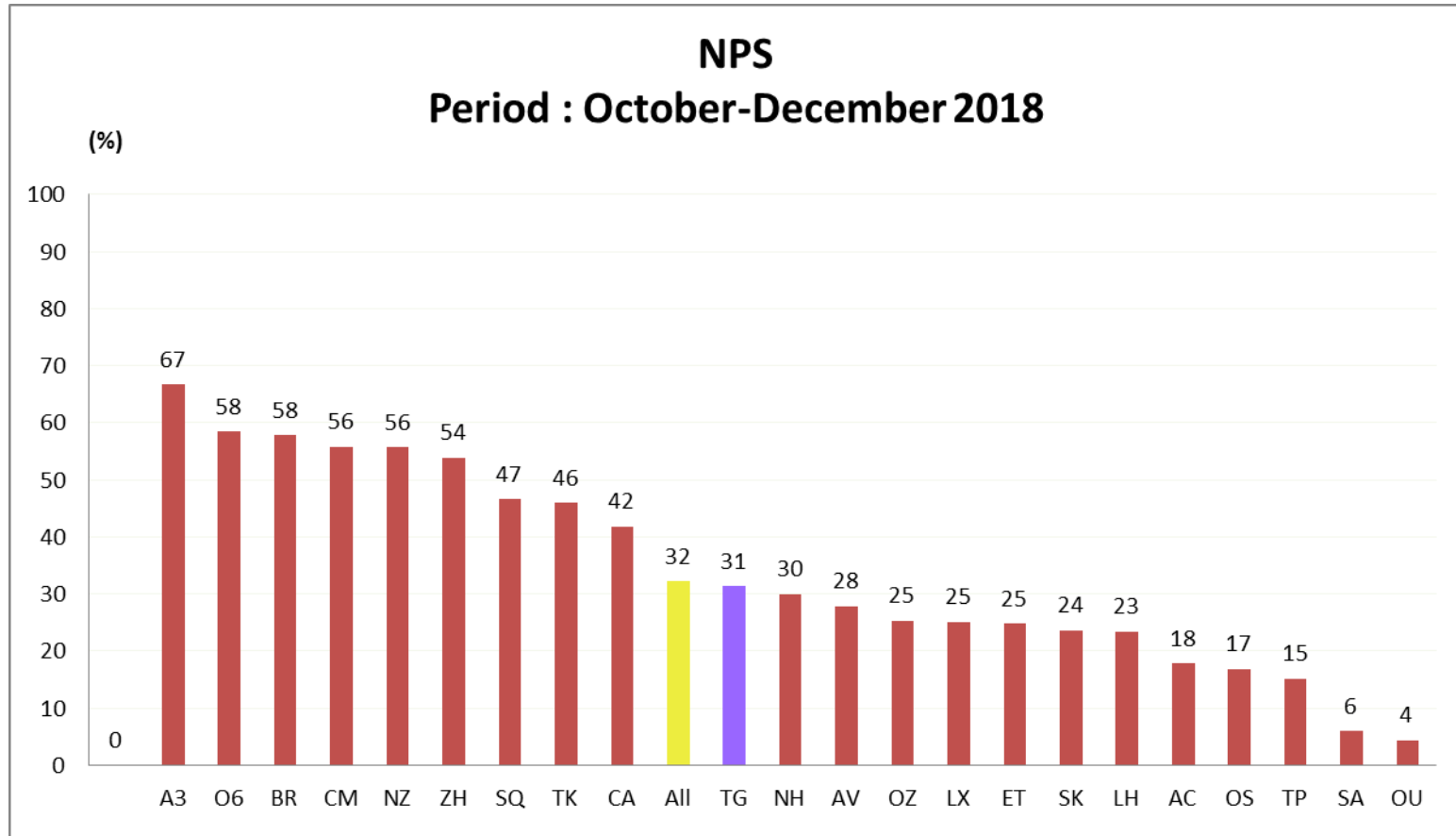
Promoters (score 9-10) are loyal enthusiasts who will keep flying with the carrier and urge their friends to do the same.

Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.

Detractors (score 0-6) are unhappy customers trapped in a bad relationship.

Net Promoter Score | Own FFP members

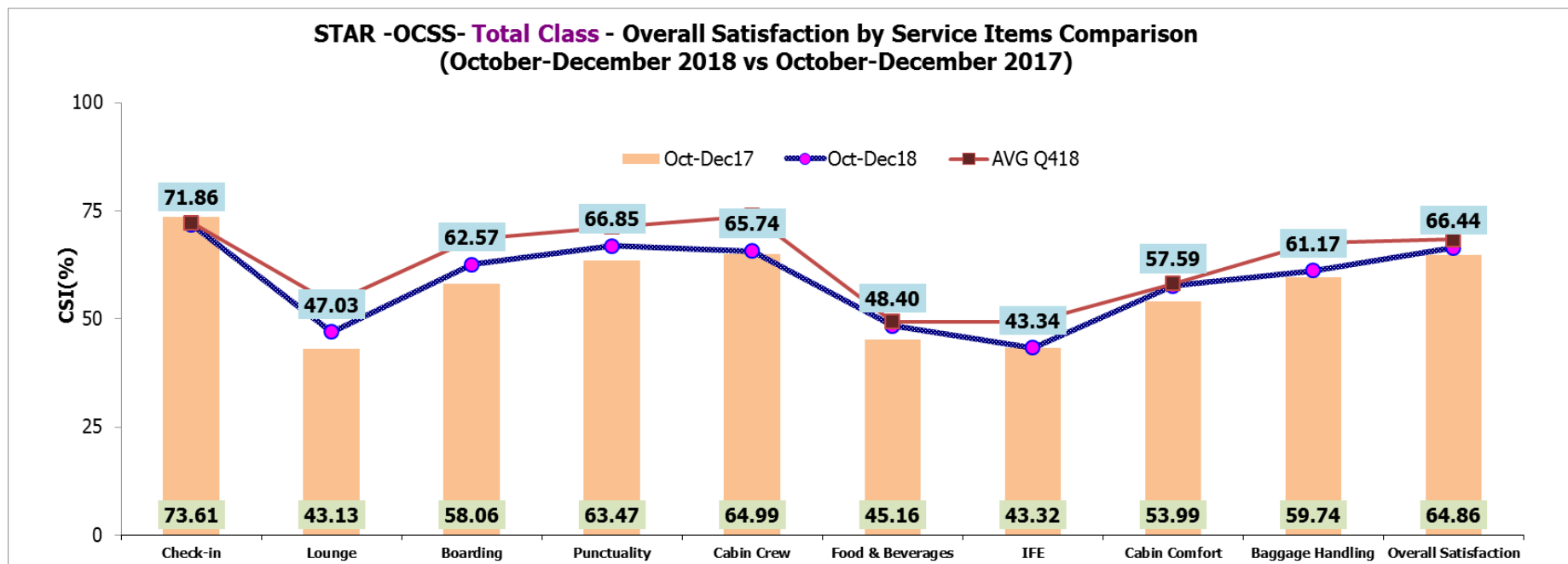
0=not likely at all, 10=very likely



Remark : Show only NPS score >0

Star OCSS – Overall Satisfaction with THAI by Service Items / Total Class

Weighted Sample size



Service Items	Check-in	Lounge	Boarding	Punctuality	Cabin Crew	Food & Beverages	IFE	Cabin Comfort	Baggage Handling	Overall Satisfaction
AVG Q418	72.27	53.73	68.55	71.26	73.87	49.41	49.43	58.23	67.63	68.35
Oct-Dec18	71.86	47.03	62.57	66.85	65.74	48.40	43.34	57.59	61.17	66.44
Oct-Dec17	73.61	43.13	58.06	63.47	64.99	45.16	43.32	53.99	59.74	64.86
% of diff (Oct-Dec18-Oct-Dec17)	-1.75	3.90	4.51	3.38	0.75	3.24	0.02	3.60	1.43	1.58

Ranking											
Service Items	Check-in	Lounge	Boarding	Punctuality	Cabin Crew	Food & Beverages	IFE	Cabin Comfort	Baggage Handling	Overall Satisfaction	# Carrier
Oct-Dec18	12	21	16	19	20	13	15	13	22	12	28
Oct-Dec17	22	20	23	25	23	14	13	16	26	16	28

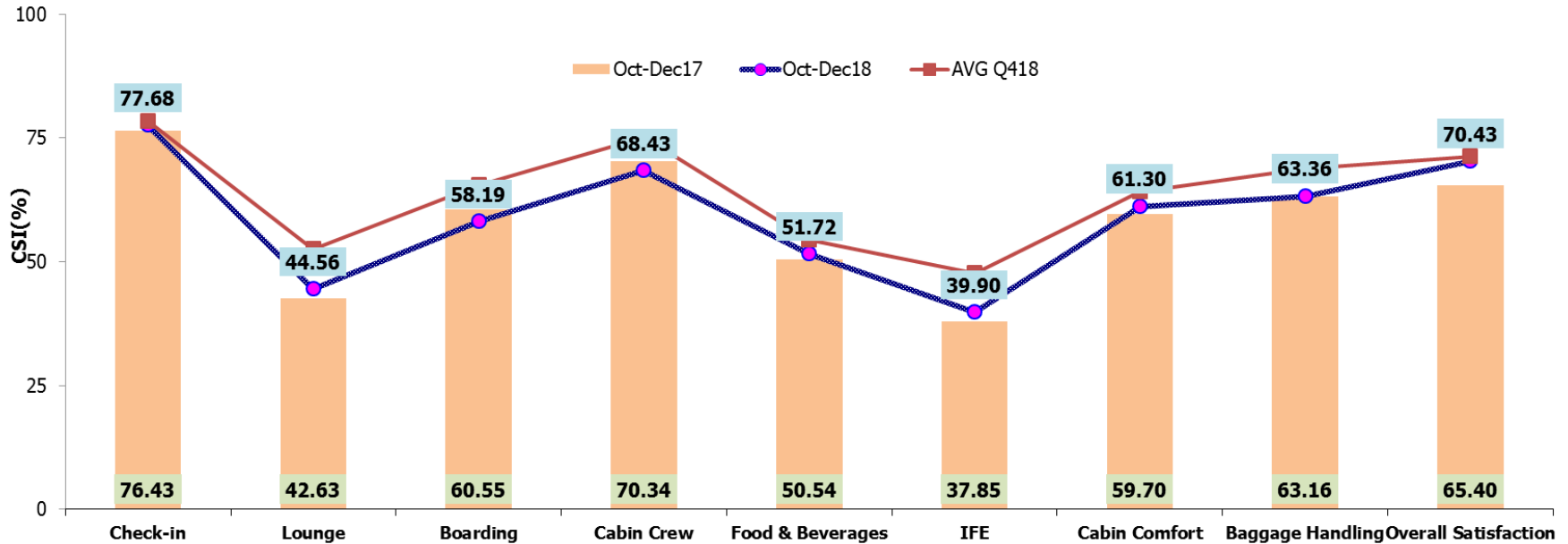
A/L members (28 Airlines) : A3, AC, AI, AV, BR, CA, CM, ET, JP, LH, LO, LX, MS, NH, NZ, O6, OS, OU, OZ, SA, SK, SN, SQ, TG, TK, TP, UA, ZH

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Star OCSS – Overall Satisfaction with THAI by Service Items / Royal Silk Class

Weighted Sample size

STAR-OCSS - Royal Silk Class - Overall Satisfaction by Service Items Comparison
(October-December 2018 vs October-December 2017)



Service Items	Check-in	Lounge	Boarding	Cabin Crew	Food & Beverages	IFE	Cabin Comfort	Baggage Handling	Overall Satisfaction
AVG Q418	78.39	52.57	65.49	75.21	54.44	47.68	64.15	68.74	71.24
Oct-Dec18	77.68	44.56	58.19	68.43	51.72	39.90	61.30	63.36	70.43
Oct-Dec17	76.43	42.63	60.55	70.34	50.54	37.85	59.70	63.16	65.40
% of diff (Oct-Dec18-Oct-Dec17)	1.25	1.93	-2.36	-1.91	1.18	2.05	1.60	0.20	5.03

Ranking										# Carrier
Service Items	Check-in	Lounge	Boarding	Cabin Crew	Food & Beverages	IFE	Cabin Comfort	Baggage Handling	Overall Satisfaction	
Oct-Dec18	11	17	16	18	17	11	12	14	13	
Oct-Dec17	16	17	14	18	17	16	15	13	19	24

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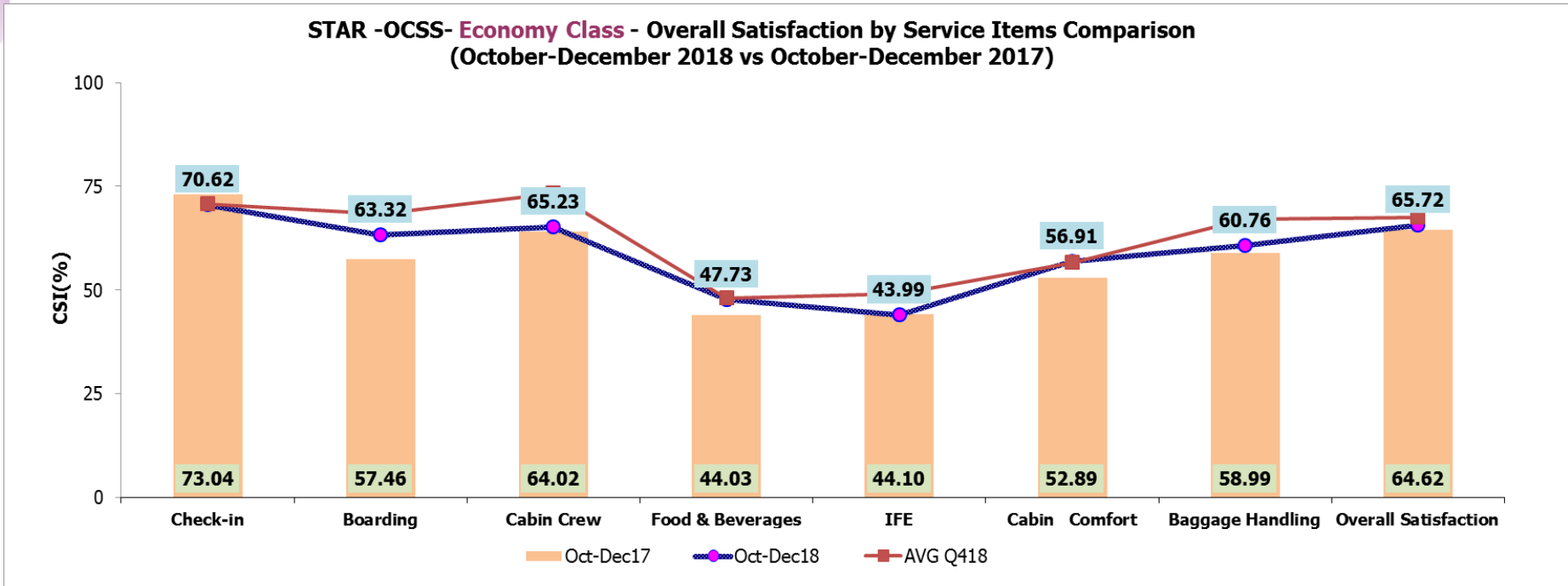
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Star OCSS – Overall Satisfaction with THAI by Service Items / Economy Class

Weighted Sample size



Service Items	Check-in	Boarding	Cabin Crew	Food & Beverages	IFE	Cabin Comfort	Baggage Handling	Overall Satisfaction
AVG Q418	70.75	68.42	73.30	48.13	49.18	56.65	67.17	67.53
Oct-Dec18	70.62	63.32	65.23	47.73	43.99	56.91	60.76	65.72
Oct-Dec17	73.04	57.46	64.02	44.03	44.10	52.89	58.99	64.62
% of diff (Oct-Dec18-Oct-Dec17)	-2.42	5.86	1.21	3.70	-0.11	4.02	1.77	1.10

Ranking									
Service Items	Check-in	Boarding	Cabin Crew	Food & Beverages	IFE	Cabin Comfort	Baggage Handling	Overall Satisfaction	# Carrier
Oct-Dec18	12	14	21	12	16	14	22	13	28
Oct-Dec17	22	23	23	13	12	16	26	16	28

A/L members (28 Airlines) : A3, AC, AI, AV, BR, CA, CM, ET, JP, LH, LO, LX, MS, NH, NZ, O6, OS, OU, OZ, SA, SK, SN, SQ, TG, TK, TP, UA, ZH

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Smooth as silk

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Overall Satisfaction

(Total Class)



Weighted Sample Size

Overall 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.ZH	82.03	1.ZH	84.53	1.ZH	82.03	1.ZH	80.02	1.ZH	82.14
2.A3	79.13	2.NZ	80.49	2.O6	78.23	2.O6	77.52	2.BR	77.12
3.NZ	78.24	3.BR	77.45	3.A3	77.80	3.BR	76.71	3.CM	76.22
4.BR	76.69	4.O6	76.83	4.BR	77.63	4.NZ	75.82	4.NZ	75.67
5.LX	72.85	5.A3	76.15	5.NZ	76.32	5.A3	75.38	5.CA	75.03
6.CA	72.75	6.CA	72.83	6.CM	74.47	6.CM	74.24	6.O6	74.51
7.O6	72.71	7.TK	72.30	7.TK	73.00	7.CA	69.89	7.TK	72.93
8.TK	71.29	8.AV	71.56	8.CA	72.40	8.SQ	69.39	8.SQ	71.46
9.LH	68.60	9.CM	71.51	9.LX	70.63	9.NH	68.68	9.LX	71.31
10.SQ	68.19	10.LX	70.50	10.SQ	69.90	10.TK	68.12	10.A3	70.99
11.OU	67.95	11.OS	69.67	11.OZ	69.50	11.TG	67.08	11.NH	70.76
AVG	67.28	AVG	67.86	12.LH	69.50	AVG	66.06	AVG	68.35
12.NH	67.22	12.SQ	67.60	13.NH	68.30	12.LX	65.48	12.TG	66.44
13.OS	67.19	13.LH	67.54	AVG	68.09	13.AV	64.95	13.OZ	65.82
14.CM	67.05	14.NH	67.11	14.OS	67.98	14.OU	64.84	14.OS	63.82
15.SK	66.59	15.OZ	66.59	15.AV	66.50	15.AC	62.37	15.AC	63.52
16.TG	64.86	16.LO	64.49	16.TG	65.24	16.SA	60.02	16.SK	63.34
17.OZ	64.43	17.TG	64.40	17.SK	64.55	17.LH	59.98	17.UA	63.13
18.AV	63.31	18.SK	62.99	18.OU	64.26	18.OS	59.19	18.AV	62.73
19.UA	61.75	19.OU	62.26	19.SN	63.97	19.SK	58.92	19.SA	62.55
20.LO	61.66	20.UA	61.29	20.AC	62.40	20.OZ	58.16	20.ET	62.28
21.AC	60.87	21.ET	60.15	21.UA	61.55	21.ET	56.66	21.LO	58.56
22.ET	60.26	22.SN	60.06	22.LO	57.33	22.UA	56.38	22.OU	57.72
23.SN	59.97	23.SA	59.15	23.ET	56.94	23.MS	55.17	23.TP	56.28
24.SA	58.74	24.JP	58.95	24.SA	56.07	24.SN	54.20	24.LH	49.28
25.MS	57.40	25.TP	58.19	25.MS	55.35	25.LO	52.47	25.SN	47.51
26.TP	55.89	26.MS	56.29	26.TP	48.93	26.TP	49.43	26.AI	43.94
27.JP	53.03	27.AC	54.51	27.JP	46.57	27.JP	43.10	27.MS	42.61
28.AI	43.92	28.AI	45.19	28.AI	45.71	28.AI	40.92	28.JP	36.72

Overall Satisfaction

(Business Class)



Weighted Sample Size

Overall 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.NZ	87.32	1.BR	89.22	1.BR	86.89	1.NZ	85.68	1.BR	86.85
2.BR	85.85	2.NZ	88.17	2.NZ	78.30	2.SQ	79.87	2.NZ	82.81
3.LO	76.64	3.CM	78.27	3.SQ	78.12	3.BR	79.59	3.LH	81.12
4.A3	75.05	4.AV	77.95	4.CM	77.61	4.A3	77.34	4.CM	81.07
5.LX	74.85	5.A3	76.64	5.ET	75.92	5.CM	74.61	5.ET	78.75
6.OS	74.28	6.SQ	76.28	6.NH	75.58	6.AC	74.46	6.LX	78.44
7.AC	73.00	7.ET	75.77	7.LX	73.87	7.NH	73.23	7.AC	76.81
8.SQ	72.96	8.LX	75.46	8.AV	73.56	8.TK	70.99	8.SQ	75.88
9.ET	72.92	9.OS	73.54	9.A3	73.55	9.LX	70.86	9.OS	73.76
10.NH	71.94	10.NH	72.79	10.LO	73.46	10.AV	70.28	10.NH	72.21
11.LH	71.39	AVG	71.85	11.OZ	73.04	AVG	68.86	AVG	71.24
12.CM	71.28	11.LH	71.67	12.TK	72.23	11.TG	67.28	11.A3	71.23
13.SN	70.78	12.SK	70.47	13.OS	72.22	12.LH	66.24	12.TK	70.48
14.TK	69.79	13.TK	70.32	AVG	70.70	13.ET	65.50	13.TG	70.43
AVG	69.50	14.AC	69.86	14.AC	70.06	14.OS	64.69	14.SK	69.73
15.SK	68.17	15.LO	68.72	15.LH	69.74	15.SA	63.56	15.SA	67.97
16.AV	68.13	16.TG	68.38	16.SN	68.93	16.AI	61.91	16.CA	66.00
17.UA	66.70	17.OZ	66.20	17.SK	66.34	17.CA	58.56	17.OZ	62.81
18.CA	65.83	18.SN	66.13	18.UA	64.66	18.UA	57.83	18.UA	61.51
19.TG	65.40	19.AI	65.48	19.TG	63.07	19.SK	55.93	19.AV	60.65
20.MS	61.53	20.CA	63.20	20.CA	62.25	20.OZ	50.78	20.TP	57.45
21.OZ	59.93	21.MS	61.34	21.TP	56.19	21.TP	46.77	21.MS	44.71
22.SA	55.13	22.SA	61.28	22.SA	54.16	22.MS	46.65	22.AI	44.02
23.TP	50.70	23.UA	60.09	23.AI	53.04				
24.AI	50.27	24.TP	58.04	24.MS	50.75				

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Overall Satisfaction

(Economy Class)



Weighted Sample Size

Overall 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.ZH	82.07	1.ZH	84.37	1.ZH	81.87	1.ZH	79.34	1.ZH	81.77
2.A3	79.26	2.NZ	78.32	2.O6	78.23	2.O6	77.52	2.O6	75.77
3.NZ	77.14	3.O6	76.79	3.A3	77.93	3.A3	75.31	3.BR	74.98
4.BR	74.18	4.A3	76.13	4.BR	75.20	4.BR	75.30	4.CA	74.79
5.O6	72.83	5.BR	74.66	5.NZ	74.72	5.CM	74.04	5.CM	73.50
6.CA	72.39	6.CA	72.44	6.TK	73.04	6.NZ	73.13	6.TK	73.08
7.LX	72.28	7.TK	72.42	7.CM	72.70	7.CA	69.32	7.NZ	71.81
8.TK	71.39	8.AV	70.52	8.CA	72.05	8.TK	67.93	8.A3	70.98
9.OU	68.32	9.OS	69.29	9.LX	69.79	9.TG	67.02	9.SQ	69.99
10.LH	67.97	10.LX	69.23	10.OZ	69.27	10.NH	66.34	10.NH	69.96
AVG	66.56	11.CM	67.71	11.LH	68.89	11.SQ	65.58	11.LX	69.83
11.OS	66.49	AVG	67.02	12.SQ	67.64	AVG	65.30	AVG	67.53
12.SQ	65.73	12.OZ	66.61	13.OS	67.56	12.OU	64.74	12.OZ	66.02
13.SK	64.73	13.LH	66.60	AVG	67.46	13.LX	64.43	13.TG	65.72
14.OZ	64.70	14.NH	64.86	14.OU	66.43	14.AV	63.92	14.AV	63.06
15.CM	64.67	15.SQ	64.49	15.NH	66.26	15.AC	61.19	15.OS	62.84
16.TG	64.62	16.OU	63.98	16.TG	65.52	16.LH	59.73	16.AC	62.46
17.NH	64.61	17.TG	63.66	17.AV	65.35	17.SA	59.40	17.SK	61.63
18.AV	62.53	18.LO	63.36	18.SN	63.65	18.SK	59.39	18.SA	61.59
19.LO	60.14	19.SK	61.50	19.SK	63.28	19.OS	58.64	19.ET	60.45
20.AC	59.54	20.SN	59.68	20.AC	61.45	20.OZ	58.62	20.UA	60.40
21.SA	59.38	21.UA	59.59	21.UA	59.71	21.MS	57.04	21.LO	57.67
22.SN	59.28	22.SA	58.78	22.SA	56.40	22.ET	55.68	22.OU	57.12
23.UA	59.03	23.ET	58.41	23.MS	56.35	23.UA	53.89	23.TP	56.15
24.ET	58.85	24.JP	58.31	24.LO	55.75	24.SN	52.84	24.SN	45.80
25.MS	56.70	25.TP	58.20	25.ET	54.83	25.LO	51.53	25.AI	43.92
26.TP	56.47	26.MS	55.18	26.TP	48.12	26.TP	49.73	26.LH	43.02
27.JP	52.39	27.AC	52.79	27.JP	45.29	27.JP	42.94	27.MS	42.14
28.AI	42.15	28.AI	39.94	28.AI	43.73	28.AI	35.67	28.JP	35.12

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Smooth as silk

Overall Check-in

(Total Class)



Weighted Sample Size

Overall Check-in 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.A3	87.59	1.ZH	89.53	1.ZH	86.73	1.ZH	88.06	1.O6	84.29
2.ZH	85.18	2.NZ	83.91	2.AV	84.71	2.NZ	83.25	2.LH	83.76
3.SK	83.73	3.CA	83.31	3.UA	84.20	3.AV	82.90	3.NZ	80.18
4.CA	83.69	4.AV	83.20	4.A3	83.63	4.CA	82.67	4.ZH	79.82
5.UA	82.39	5.A3	82.80	5.SK	83.61	5.A3	82.51	5.CM	79.69
6.BR	80.81	6.SK	82.63	6.CA	83.57	6.CM	82.06	6.BR	78.67
7.NZ	80.46	7.CM	81.62	7.NZ	83.02	7.UA	79.77	7.UA	77.40
8.O6	79.45	8.LH	80.47	8.LH	81.12	8.BR	79.42	8.OS	77.05
9.CM	79.30	9.UA	80.30	9.BR	80.79	9.O6	79.13	9.SQ	74.63
10.SQ	79.12	10.BR	80.01	10.LX	80.53	10.AC	78.39	10.SK	73.34
11.LH	78.89	11.OS	79.91	11.CM	80.18	AVG	77.87	11.CA	72.81
12.AV	78.46	12.LO	79.85	12.OS	79.38	11.SQ	76.80	AVG	72.27
AVG	78.14	13.O6	79.52	AVG	79.23	12.SK	76.75	12.TG	71.86
13.OS	77.94	AVG	78.87	13.SQ	78.83	13.TK	75.07	13.LX	70.09
14.LO	77.85	14.LX	78.55	14.AC	78.55	14.SA	74.13	14.NH	69.36
15.LX	77.37	15.SQ	77.98	15.O6	78.52	15.TG	73.48	15.AC	69.34
16.TK	76.21	16.TK	77.32	16.LO	77.43	16.OS	72.76	16.TK	69.24
17.AC	75.08	17.JP	76.55	17.TK	74.89	17.MS	70.91	17.OZ	69.16
18.OU	74.99	18.OU	75.17	18.SN	74.71	18.LH	70.68	18.TP	67.15
19.SN	74.87	19.SN	75.16	19.OZ	72.88	19.LO	70.53	19.A3	65.59
20.SA	74.36	20.TP	73.90	20.NH	72.62	20.NH	70.46	20.SA	65.38
21.MS	74.03	21.AC	73.22	21.MS	72.46	21.LX	68.23	21.AV	62.18
22.TG	73.61	22.MS	72.89	22.JP	71.53	22.OZ	67.10	22.MS	61.78
23.NH	71.66	23.TG	72.23	23.TG	71.42	23.TP	66.72	23.LO	61.62
24.JP	70.31	24.NH	70.75	24.OU	70.95	24.SN	65.86	24.ET	61.35
25.TP	69.97	25.OZ	70.43	25.SA	69.14	25.ET	64.57	25.AI	55.49
26.OZ	69.05	26.SA	69.41	26.TP	68.65	26.OU	60.83	26.SN	52.68
27.ET	63.48	27.ET	64.84	27.ET	61.04	27.JP	59.85		
28.AI	59.58	28.AI	59.96	28.AI	55.05	28.AI	55.37		

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Overall Check-in

(Business Class)

Overall Check-in 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.CM	87.31	1.NZ	92.25	1.BR	88.89	1.CM	88.85	1.LH	97.48
2.LX	84.02	2.BR	88.45	2.AV	88.13	2.BR	86.37	2.LX	90.72
3.AV	82.91	3.AV	86.16	3.SQ	84.45	3.LX	86.31	3.UA	86.65
4.BR	82.53	4.SQ	85.84	4.SK	84.16	4.SQ	84.99	4.NZ	86.14
5.LH	81.84	5.A3	85.63	5.CM	83.89	5.AI	83.23	5.BR	84.52
6.A3	81.76	6.SK	85.16	6.AC	83.31	6.NZ	82.12	6.CM	83.94
7.SN	81.76	7.CM	84.55	7.LX	83.30	7.UA	82.11	7.CA	83.13
8.NZ	81.69	8.LH	83.97	8.NZ	82.09	8.AC	79.98	8.SQ	82.73
9.UA	80.81	9.UA	83.21	9.UA	81.75	9.AV	79.90	9.TP	80.49
10.SQ	80.74	10.LX	81.27	10.LH	81.74	AVG	78.28	10.AC	78.94
11.SK	80.55	AVG	80.05	11.LO	81.28	10.TK	76.16	AVG	78.39
12.AC	80.28	11.TK	79.88	AVG	80.96	11.SK	75.97	11.TG	77.68
13.OS	79.25	12.OS	79.61	12.OZ	80.69	12.OS	75.82	12.OZ	76.00
AVG	79.24	13.LO	78.84	13.SA	79.49	13.SA	74.84	13.ET	70.71
14.LO	77.91	14.AC	77.08	14.A3	78.67	14.TG	74.75	14.SK	68.62
15.MS	77.15	15.TG	76.67	15.NH	77.40	15.A3	72.69	15.SA	67.74
16.TG	76.43	16.TP	74.46	16.OS	76.74	16.NH	71.97	16.NH	66.49
17.SA	74.78	17.MS	73.98	17.CA	75.94	17.LH	69.14	17.TK	64.70
18.NH	73.62	18.SN	73.51	18.TK	74.57	18.CA	69.10	18.AI	59.74
19.CA	72.19	19.OZ	72.49	19.MS	73.92	19.OZ	65.37	19.AV	58.42
20.TP	72.06	20.CA	70.84	20.TG	72.98	20.ET	64.11		
21.TK	71.84	21.NH	70.54	21.AI	70.84	21.TP	63.22		
22.AI	67.54	22.SA	67.22	22.TP	70.66	22.MS	60.95		
23.OZ	63.71	23.ET	67.00	23.SN	70.34				
24.ET	60.45	24.AI	65.19	24.ET	63.36				

Overall Check-in

(Economy Class)



Weighted Sample Size

Overall Check-in 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.A3	87.77	1.ZH	89.94	1.ZH	86.17	1.ZH	87.80	1.LH	82.51
2.ZH	85.48	2.CA	83.28	2.AV	84.18	2.AV	83.47	2.ZH	79.78
3.SK	84.18	3.SK	82.73	3.A3	83.79	3.A3	82.82	3.NZ	79.11
4.CA	83.81	4.AV	82.72	4.SK	83.78	4.CA	82.59	4.CM	77.24
5.UA	80.78	5.A3	82.71	5.CA	83.57	5.NZ	81.82	5.O6	76.93
6.NZ	80.33	6.NZ	82.47	6.UA	82.14	6.O6	79.13	6.BR	76.42
7.BR	80.03	7.LH	80.22	7.NZ	82.03	7.AC	78.32	7.OS	75.04
8.O6	79.35	8.CM	79.99	8.LH	80.86	8.UA	78.26	8.SK	73.17
9.LH	78.69	9.OS	79.94	9.LX	79.85	9.CM	78.15	9.UA	72.65
10.LO	78.20	10.LO	79.65	10.OS	79.64	AVG	77.48	10.CA	72.01
11.OS	77.81	11.O6	79.49	11.BR	79.36	10.BR	77.24	11.SQ	71.22
12.SQ	77.79	12.UA	78.81	AVG	78.65	11.SK	77.15	AVG	70.75
13.AV	77.73	AVG	78.49	12.O6	78.52	12.TK	75.00	12.TG	70.62
AVG	77.71	13.LX	77.87	13.AC	78.14	13.SA	74.02	13.NH	70.20
14.TK	76.49	14.BR	77.85	14.CM	78.06	14.SQ	73.56	14.TK	69.52
15.LX	75.95	15.TK	77.15	15.LO	77.16	15.TG	73.23	15.OZ	68.51
16.OU	74.88	16.JP	76.49	16.SQ	76.84	16.MS	73.20	16.AC	67.52
17.CM	74.85	17.SQ	75.65	17.SN	74.99	17.OS	72.46	17.A3	65.80
18.AC	74.65	18.OU	75.60	18.TK	74.91	18.LH	70.92	18.TP	65.42
19.SN	74.43	19.SN	75.26	19.JP	73.30	19.NH	69.77	19.SA	64.97
20.SA	74.29	20.TP	73.83	20.OZ	72.40	20.LO	68.63	20.LX	63.32
21.MS	73.61	21.MS	72.65	21.MS	72.14	21.OZ	67.21	21.AV	62.99
22.TG	73.04	22.AC	72.62	22.OU	71.91	22.TP	67.12	22.LO	62.13
23.JP	71.21	23.TG	71.40	23.NH	71.08	23.SN	65.35	23.MS	62.10
24.NH	71.05	24.NH	70.56	24.TG	71.07	24.ET	64.62	24.ET	60.44
25.TP	69.73	25.OZ	70.29	25.TP	68.42	25.LX	64.56	25.SN	54.64
26.OZ	69.38	26.SA	69.78	26.SA	67.23	26.JP	62.10	26.AI	54.59
27.ET	63.81	27.ET	64.60	27.ET	60.77	27.OU	61.90		
28.AI	57.44	28.AI	59.02	28.AI	51.39	28.AI	48.23		

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Overall Lounge

(Total Class)



Weighted Sample Size

Overall Check-in 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.NZ	74.41	1.NZ	80.65	1.NZ	77.03	1.ZH	75.14	1.ZH	83.34
2.ZH	65.18	2.ZH	74.16	2.ZH	71.47	2.AV	68.02	2.NZ	65.76
3.TK	64.02	3.TK	66.24	3.OU	70.62	3.NZ	66.72	3.BR	64.51
4.BR	57.48	4.A3	61.39	4.TK	65.91	4.A3	65.07	4.TK	59.61
5.CA	56.51	5.LH	60.17	5.BR	63.03	5.TK	64.69	5.LX	59.44
6.LH	56.20	6.CA	57.17	6.A3	60.66	6.BR	62.19	6.SQ	59.06
7.SQ	55.72	7.LO	56.32	7.LH	58.06	7.LH	60.44	7.AC	58.13
8.SA	55.08	8.SQ	55.44	8.SQ	57.56	8.AC	60.02	8.SN	56.71
9.LO	51.91	9.AC	54.24	9.NH	57.22	9.SQ	57.20	9.CA	56.64
AVG	51.86	10.BR	54.21	10.CA	55.22	AVG	55.17	10.A3	54.86
10.AV	51.60	11.TP	53.97	11.LO	54.79	10.NH	54.22	11.OS	54.09
11.CM	51.38	AVG	53.03	12.AC	53.85	11.CA	54.22	AVG	53.73
12.AC	50.08	12.AI	52.53	13.AV	53.26	12.LX	53.50	12.SK	52.87
13.NH	49.17	13.AV	51.27	AVG	53.13	13.UA	52.66	13.OZ	52.55
14.OZ	48.73	14.OS	50.04	14.OS	51.58	14.CM	52.51	14.NH	52.34
15.LX	48.62	15.NH	49.88	15.UA	50.51	15.MS	51.14	15.UA	51.66
16.UA	48.26	16.SA	49.13	16.TP	48.12	16.SN	51.03	16.CM	50.63
17.A3	48.24	17.SN	48.58	17.CM	47.25	17.OS	49.27	17.AV	49.66
18.ET	46.01	18.OZ	47.98	18.SK	45.70	18.TG	45.93	18.AI	48.09
19.SK	45.15	19.TG	46.60	19.TG	44.92	19.AI	45.65	19.SA	47.32
20.TG	43.13	20.UA	45.90	20.OZ	44.10	20.SK	44.92	20.LO	47.09
21.OS	41.69	21.ET	44.88	21.MS	43.67	21.SA	44.73	21.TG	47.03
22.SN	41.43	22.LX	44.59	22.LX	43.37	22.OZ	44.64	22.TP	45.12
23.TP	41.21	23.SK	43.19	23.SN	42.53	23.TP	42.64	23.ET	42.83
24.MS	40.82	24.CM	42.38	24.ET	41.80	24.LO	41.85	24.LH	34.15
25.JP	37.72	25.MS	41.10	25.O6	39.95	25.ET	38.37	25.MS	17.35
26.O6	35.74	26.OU	37.82	26.SA	36.76				
27.AI	35.60	27.JP	25.48	27.AI	30.66				

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Remark : start Q417

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Overall Lounge

(Business Class)

Overall Check-in 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.NZ	65.08	1.NZ	66.62	1.NZ	74.72	1.A3	73.17	1.NZ	67.33
2.CM	58.50	2.SQ	60.11	2.TK	58.26	2.AV	62.52	2.BR	62.01
3.TK	58.49	3.AC	59.44	3.A3	58.24	3.AC	59.30	3.SQ	61.26
4.AV	57.79	4.TK	58.48	4.AV	58.04	4.SQ	58.26	4.LX	59.15
5.A3	57.35	5.LH	57.86	5.NH	58.00	5.BR	58.20	5.AC	58.41
6.SQ	56.23	6.AV	55.95	6.BR	57.89	6.LX	55.57	6.TK	58.21
7.SA	55.63	7.A3	55.33	7.SQ	57.70	7.TK	55.19	7.AV	54.01
8.AC	54.60	8.BR	54.37	8.AC	56.77	8.NZ	54.71	8.UA	53.51
9.LH	53.39	9.AI	53.99	9.OS	56.22	9.LH	53.78	AVG	52.57
10.BR	52.93	10.TP	53.63	10.LH	55.13	10.NH	52.11	9.NH	52.13
11.LO	52.73	11.NH	51.05	11.LO	53.38	AVG	52.10	10.CM	51.46
12.ET	50.65	AVG	50.66	AVG	52.34	11.UA	51.11	11.SK	50.87
AVG	50.03	12.ET	46.89	12.ET	52.29	12.CM	51.03	12.OZ	49.64
13.LX	48.39	13.CM	46.64	13.CM	51.89	13.TG	45.62	13.AI	48.42
14.NH	47.43	14.LX	45.08	14.CA	51.30	14.SK	44.67	14.SA	48.25
15.SK	46.82	15.TG	44.74	15.SA	49.72	15.AI	44.40	15.OS	44.86
16.CA	45.47	16.UA	44.12	16.UA	48.25	16.CA	42.62	16.LH	44.58
17.TG	42.63	17.OS	43.92	17.TP	48.11	17.SA	41.92	17.TG	44.56
18.SN	41.12	18.SA	42.75	18.LX	45.86	18.TP	39.58	18.TP	44.10
19.OS	40.34	19.SK	42.30	19.SK	45.60	19.MS	39.04	19.ET	43.04
20.UA	40.02	20.SN	42.14	20.OZ	44.61	20.OS	36.59	20.CA	41.97
21.MS	39.76	21.CA	42.09	21.MS	43.11	21.OZ	35.96	21.A3	32.66
22.TP	39.61	22.MS	41.27	22.TG	39.70	22.ET	35.37	22.MS	20.01
23.OZ	38.42	23.LO	40.20	23.SN	33.05				
24.AI	34.93	24.OZ	37.86	24.AI	31.62				

Remark : start Q417

Star Alliance Online Report

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Overall Boarding

(Total Class)

Overall Boarding 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.ZH	78.87	1.ZH	81.35	1.ZH	82.25	1.ZH	81.10	1.ZH	87.63
2.NZ	77.63	2.NZ	78.67	2.CA	77.19	2.NZ	78.77	2.CA	78.27
3.CA	75.63	3.CA	76.71	3.NZ	76.85	3.CA	75.67	3.CM	77.57
4.CM	74.29	4.CM	75.94	4.BR	75.70	4.BR	75.62	4.NZ	75.79
5.BR	70.96	5.BR	75.61	5.CM	75.11	5.CM	75.55	5.BR	75.34
6.SQ	70.47	6.SQ	71.72	6.O6	74.22	6.O6	72.74	6.SQ	74.52
7.UA	69.62	7.AV	71.47	7.SQ	73.18	7.SQ	71.57	7.UA	71.17
8.A3	67.84	8.O6	70.85	8.UA	71.94	8.UA	67.79	AVG	68.55
9.LX	67.28	9.UA	69.55	9.A3	69.11	AVG	67.79	8.A3	68.12
10.AV	67.18	10.LO	69.19	10.AV	68.67	9.AV	67.75	9.LX	66.48
11.LO	66.74	AVG	68.10	AVG	68.50	10.A3	66.72	10.AC	66.25
12.OU	66.49	11.A3	68.06	11.OU	68.37	11.AC	66.36	11.O6	65.09
13.O6	66.28	12.LX	67.05	12.LX	66.84	12.TK	61.66	12.AV	63.65
AVG	66.26	13.OU	65.66	13.LO	65.22	13.LX	61.07	13.OS	63.65
14.JP	64.87	14.OS	65.36	14.AC	64.92	14.TG	60.68	14.OU	63.01
15.TK	64.34	15.LH	65.18	15.TK	64.55	15.NH	60.55	15.TK	62.93
16.LH	64.09	16.JP	64.54	16.LH	64.50	16.OU	60.46	16.TG	62.57
17.AC	62.58	17.TK	64.06	17.OZ	64.18	17.SA	60.01	17.OZ	62.42
18.OS	62.05	18.TP	61.99	18.OS	63.88	18.LH	59.41	18.NH	61.67
19.OZ	61.68	19.OZ	61.02	19.SK	61.15	19.SK	58.80	19.LO	61.25
20.NH	60.25	20.NH	61.00	20.NH	60.86	20.OZ	58.48	20.SK	61.05
21.SK	60.15	21.SN	60.30	21.SN	60.35	21.AI	57.65	21.ET	58.01
22.SN	59.17	22.SA	60.18	22.TG	59.29	22.LO	54.86	22.TP	56.39
23.TG	58.06	23.SK	59.85	23.JP	57.84	23.MS	54.83	23.JP	55.77
24.SA	57.77	24.AC	58.47	24.SA	56.27	24.TP	53.74	24.AI	55.75
25.MS	55.65	25.TG	58.21	25.AI	55.10	25.ET	51.81	25.SA	55.70
26.ET	55.64	26.MS	55.00	26.ET	53.03	26.OS	50.20	26.SN	47.77
27.TP	54.55	27.AI	54.61	27.MS	52.88	27.SN	47.42	27.LH	44.99
28.AI	52.70	28.ET	51.90	28.TP	52.50	28.JP	43.71	28.MS	44.22

Overall Boarding (Business Class)

Overall Boarding 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.CM	82.49	1.BR	81.30	1.CM	83.17	1.BR	83.98	1.BR	82.15
2.SQ	76.25	2.CM	81.25	2.SQ	80.70	2.SQ	79.58	2.OS	81.65
3.NZ	72.50	3.UA	78.87	3.BR	77.65	3.AI	77.64	3.CM	81.12
4.AC	71.32	4.SQ	78.41	4.AC	74.72	4.NZ	77.62	4.LX	78.35
5.LX	71.25	5.NZ	77.77	5.NZ	74.56	5.CM	77.05	5.SQ	78.07
6.BR	71.12	6.AV	72.34	6.AV	72.28	6.AC	76.92	6.AC	76.80
7.UA	71.00	7.AC	72.02	7.LX	72.07	7.AV	75.75	7.NZ	71.97
AVG	65.92	8.LX	68.51	8.OZ	68.14	8.UA	72.62	8.CA	71.41
8.LH	64.79	9.AI	67.77	9.CA	68.01	9.LX	69.36	9.UA	69.55
9.AV	64.59	AVG	67.24	AVG	67.88	AVG	67.62	10.SK	66.19
10.A3	64.22	10.A3	66.92	10.UA	67.85	10.A3	61.75	AVG	65.49
11.SA	64.09	11.LH	66.67	11.LH	65.42	11.CA	60.61	11.ET	65.10
12.OZ	60.71	12.CA	63.24	12.OS	62.98	12.NH	60.31	12.OZ	63.69
13.NH	60.62	13.OS	63.21	13.NH	62.27	13.TG	59.42	13.A3	59.93
14.TG	60.55	14.TP	63.09	14.A3	61.78	14.OZ	57.69	14.AV	59.69
15.SN	60.37	15.SK	62.51	15.LO	60.75	15.SK	56.96	15.TP	58.47
16.OS	59.39	16.OZ	62.04	16.SN	59.50	16.LH	56.89	16.TG	58.19
17.LO	58.92	17.LO	59.72	17.TP	58.98	17.TK	52.87	17.NH	57.46
18.CA	58.78	18.NH	58.07	18.TK	58.52	18.ET	51.82	18.SA	54.11
19.SK	55.96	19.TG	57.56	19.ET	56.30	19.MS	48.72	19.AI	53.06
20.ET	55.02	20.ET	57.06	20.SK	55.69	20.SA	45.69	20.TK	49.88
21.TK	53.46	21.SN	55.98	21.AI	55.56	21.TP	45.54	21.LH	48.22
22.AI	52.56	22.TK	54.22	22.TG	55.51	22.OS	44.40	22.MS	30.48
23.TP	51.14	23.MS	47.79	23.SA	53.63				
24.MS	50.09	24.SA	45.99	24.MS	43.22				

Remark : Show ONLY sample size more than 30 of respondents

Online Report

Oct-Dec18

Overall Boarding

(Economy Class)

Weighted Sample Size

Overall Boarding 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.ZH	79.43	1.ZH	81.68	1.ZH	82.03	1.ZH	80.69	1.ZH	87.62
2.NZ	77.07	2.NZ	79.38	2.CA	77.42	2.NZ	77.39	2.CA	78.38
3.CA	75.93	3.CA	76.90	3.NZ	76.96	3.CA	75.82	3.NZ	77.04
4.BR	70.03	4.BR	74.38	4.BR	76.20	4.CM	74.70	4.CM	75.58
5.CM	69.74	5.CM	72.96	5.O6	74.22	5.BR	73.26	5.BR	74.37
6.SQ	68.69	6.AV	71.33	6.OU	71.25	6.O6	72.74	6.SQ	72.83
7.OU	68.17	7.O6	70.80	7.SQ	70.77	7.SQ	68.75	7.O6	71.10
8.A3	67.95	8.SQ	69.47	8.CM	70.54	AVG	67.34	8.UA	68.83
9.AV	67.59	9.LO	69.25	9.A3	69.34	8.A3	66.88	AVG	68.42
10.LO	66.78	10.A3	68.09	10.UA	68.95	9.AV	66.21	9.A3	68.38
11.UA	66.53	AVG	67.90	AVG	68.20	10.AC	65.42	10.AC	64.77
12.LX	66.40	11.OU	66.96	11.AV	68.10	11.UA	62.93	11.AV	64.30
13.O6	66.11	12.LX	66.54	12.LX	65.48	12.SA	62.46	12.LX	64.00
AVG	65.82	13.UA	66.41	13.LO	65.27	13.TK	62.22	13.TK	63.76
14.TK	65.04	14.OS	65.57	14.TK	64.94	14.OU	62.08	14.TG	63.32
15.JP	64.98	15.LH	64.81	15.LH	64.15	15.TG	60.87	15.OU	63.03
16.LH	63.66	16.JP	64.78	16.OS	63.97	16.LH	60.67	16.NH	63.00
17.OS	62.31	17.TK	64.69	17.OZ	63.93	17.NH	60.30	17.LO	62.68
18.OZ	61.78	18.SA	62.74	18.AC	63.69	18.SK	60.30	18.OZ	62.34
19.AC	61.49	19.NH	62.05	19.SK	62.02	19.LX	59.45	19.OS	61.87
20.SK	59.85	20.TP	61.87	20.NH	60.65	20.OZ	58.54	20.SK	59.64
21.NH	59.74	21.OZ	60.95	21.SN	60.41	21.MS	56.21	21.ET	57.22
22.SN	59.09	22.SN	60.58	22.TG	59.89	22.TP	54.67	22.JP	57.05
23.TG	57.46	23.SK	59.84	23.JP	57.00	23.LO	54.35	23.AI	56.42
24.MS	56.95	24.TG	58.22	24.SA	56.77	24.AI	52.58	24.TP	56.16
25.SA	56.63	25.AC	56.95	25.AI	55.16	25.ET	51.81	25.SA	55.99
26.ET	55.70	26.MS	56.58	26.MS	54.97	26.OS	50.77	26.MS	47.23
27.TP	54.92	27.AI	51.45	27.ET	52.66	27.SN	48.08	27.SN	46.47
28.AI	52.56	28.ET	51.34	28.TP	51.76	28.JP	43.94	28.LH	42.55

Punctuality

(Total Class)

Weighted Sample Size

Overall Punctuality 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.ZH	81.29	1.CM	85.37	1.CM	83.33	1.CM	85.58	1.CM	82.78
2.CM	81.08	2.NZ	80.94	2.SQ	80.12	2.NZ	74.63	2.ZH	79.73
3.A3	78.56	3.A3	79.99	3.A3	78.07	3.SQ	73.96	3.CA	79.63
4.NZ	77.33	4.ZH	77.87	4.OU	78.00	4.O6	73.14	4.SQ	77.46
5.CA	76.97	5.SQ	76.24	5.NZ	75.25	5.BR	71.23	5.NH	76.94
6.UA	75.83	6.CA	75.46	6.NH	75.18	6.NH	69.87	6.UA	72.17
7.BR	74.64	7.BR	73.42	7.BR	73.99	7.CA	68.41	7.BR	72.07
8.LX	73.95	8.SA	72.93	8.UA	72.98	8.SA	67.43	8.O6	71.53
9.SQ	73.37	9.UA	72.77	9.CA	71.88	9.A3	66.42	9.LX	71.38
10.OS	72.35	10.O6	71.59	10.TK	71.79	10.ZH	66.02	AVG	71.26
11.OU	71.31	11.JP	71.19	11.ZH	71.52	AVG	65.57	10.OU	70.06
AVG	71.25	12.NH	70.87	12.O6	71.46	11.TG	65.46	11.NZ	69.96
12.LH	70.80	13.TK	69.92	AVG	69.25	12.AI	65.31	12.JP	69.88
13.MS	70.56	AVG	69.75	13.AC	67.77	13.UA	65.30	13.AI	68.91
14.NH	70.42	14.OS	69.66	14.OZ	67.63	14.OU	63.23	14.TK	68.53
15.TK	69.70	15.OU	69.50	15.OS	67.63	15.TK	62.38	15.ET	68.15
16.ET	69.02	16.LO	68.70	16.LX	67.32	16.MS	61.82	16.AC	67.29
17.JP	68.44	17.ET	67.69	17.LH	66.54	17.AC	61.52	17.SA	67.28
18.SN	68.17	18.LX	67.20	18.TG	66.52	18.AV	60.55	18.OS	67.26
19.SA	67.74	19.AV	67.01	19.ET	65.95	19.LX	59.11	19.TG	66.85
20.LO	67.32	20.LH	65.77	20.AI	65.11	20.LH	59.04	20.LH	64.93
21.AI	66.66	21.AI	64.94	21.SA	64.27	21.ET	58.25	21.SK	64.56
22.AC	65.25	22.TG	63.24	22.SN	63.81	22.SK	57.84	22.OZ	64.13
23.SK	65.00	23.MS	61.36	23.MS	63.76	23.OS	56.92	23.A3	63.43
24.OZ	64.45	24.TP	61.28	24.SK	63.64	24.OZ	55.77	24.LO	62.53
25.TG	63.47	25.SN	60.39	25.LO	61.69	25.SN	52.87	25.SN	58.29
26.O6	62.80	26.SK	59.46	26.JP	60.59	26.LO	51.63	26.MS	56.04
27.TP	60.18	27.OZ	57.20	27.AV	59.38	27.TP	47.22	27.TP	55.23
28.AV	59.33	28.AC	49.97	28.TP	49.33	28.JP	39.60	28.AV	54.58

Cabin crew

(Total Class)

Weighted Sample Size

Overall Cabin Crew 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.ZH	87.34	1.ZH	88.29	1.A3	86.73	1.O6	85.70	1.O6	87.25
2.A3	86.05	2.O6	86.19	2.ZH	86.24	2.A3	84.91	2.ZH	83.81
3.NZ	81.26	3.A3	84.80	3.O6	84.32	3.ZH	84.43	3.CA	80.86
4.O6	80.32	4.NZ	82.65	4.BR	81.01	4.BR	80.50	4.BR	80.85
5.LH	78.89	5.BR	78.83	5.NZ	80.66	5.CM	79.62	5.NZ	80.01
6.LX	78.87	6.OS	78.76	6.LH	79.34	6.NZ	78.62	6.CM	79.90
7.OU	78.29	7.LH	78.16	7.CM	78.44	7.LX	76.74	7.A3	76.92
8.CA	78.15	8.LX	78.01	8.LX	78.17	8.CA	76.39	8.TK	76.90
9.BR	78.13	9.TK	77.85	9.CA	78.09	9.TK	74.89	9.LX	75.69
10.TK	77.61	10.CA	77.83	10.OS	77.91	10.AV	74.79	10.SQ	75.43
11.OS	76.59	11.CM	77.62	11.OZ	76.92	11.SQ	73.74	11.NH	74.69
12.CM	74.28	12.AV	76.02	12.TK	76.58	AVG	73.18	AVG	73.87
AVG	73.99	AVG	74.08	13.SQ	75.58	12.NH	71.76	12.OS	73.78
13.SQ	73.12	13.LO	73.52	AVG	74.87	13.LH	70.57	13.OZ	72.46
14.AV	72.50	14.NH	73.48	14.AV	74.81	14.AC	69.97	14.AV	72.20
15.LO	72.18	15.OZ	72.71	15.OU	74.53	15.SK	69.22	15.UA	72.08
16.NH	72.17	16.SQ	72.29	16.NH	72.82	16.OU	69.18	16.AC	71.52
17.UA	71.81	17.OU	71.46	17.UA	71.67	17.OZ	69.11	17.SK	69.91
18.SK	71.61	18.TP	69.47	18.SK	71.03	18.TG	68.40	18.TP	68.02
19.OZ	71.51	19.SK	69.47	19.AC	70.84	19.SA	67.39	19.SA	68.01
20.AC	68.29	20.UA	68.78	20.LO	70.60	20.UA	66.81	20.TG	65.74
21.SN	67.82	21.AC	66.87	21.SN	70.38	21.OS	66.57	21.LO	65.32
22.TP	66.51	22.SN	66.18	22.TG	64.62	22.LO	62.76	22.ET	61.04
23.TG	64.99	23.JP	65.65	23.TP	64.45	23.TP	62.15	23.OU	60.70
24.ET	64.54	24.TG	64.35	24.ET	64.10	24.ET	62.06	24.JP	54.17
25.SA	63.38	25.ET	63.88	25.JP	63.04	25.SN	58.90	25.SN	51.97
26.JP	61.39	26.SA	63.21	26.SA	62.13	26.JP	55.30	26.MS	51.25
27.MS	59.69	27.MS	59.36	27.MS	56.83	27.MS	52.76	27.LH	49.43
28.AI	52.02	28.AI	47.63	28.AI	51.84	28.AI	48.06	28.AI	48.96

Cabin crew

(Business Class)

Overall Cabin Crew 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.A3	91.30	1.BR	88.47	1.BR	89.92	1.BR	87.18	1.BR	91.29
2.BR	87.78	2.NZ	87.05	2.CM	84.81	2.NZ	85.78	2.NZ	87.70
3.NZ	86.74	3.A3	82.32	3.SQ	82.60	3.SQ	84.56	3.OS	87.22
4.OS	84.04	4.CM	81.90	4.A3	82.46	4.A3	84.54	4.ET	83.75
5.LX	82.43	5.LX	81.86	5.LX	82.26	5.CM	83.18	5.A3	82.29
6.LO	79.79	6.OS	81.74	6.NZ	82.14	6.AC	82.49	6.SQ	81.63
7.LH	79.57	7.ET	81.13	7.ET	80.83	7.LX	81.72	7.LX	80.73
8.SQ	79.21	8.SQ	80.82	8.SN	79.37	8.OS	81.13	8.CM	79.81
9.TK	78.53	9.LH	80.17	9.LO	78.88	9.TK	77.28	9.AC	78.00
10.AC	78.13	10.TK	79.98	10.LH	78.79	10.AV	75.87	10.SK	76.77
11.SN	76.03	11.AV	79.50	11.NH	77.95	AVG	74.58	11.TK	75.69
12.SK	75.76	AVG	76.98	12.AV	77.15	11.SA	73.19	12.NH	75.42
13.UA	75.34	12.NH	76.31	13.OZ	77.03	12.LH	71.57	AVG	75.21
AVG	75.21	13.LO	76.19	14.OS	76.96	13.TG	70.40	13.SA	74.65
14.CM	75.07	14.AC	76.15	15.TK	76.73	14.NH	70.20	14.CA	73.64
15.ET	74.15	15.SK	75.25	AVG	76.35	15.ET	69.35	15.OZ	73.59
16.CA	72.64	16.CA	73.25	16.AC	75.85	16.CA	66.71	16.AV	70.29
17.NH	71.51	17.SN	72.75	17.SK	73.25	17.TP	66.48	17.TP	68.85
18.TG	70.34	18.UA	72.47	18.CA	72.93	18.UA	65.30	18.TG	68.43
19.AV	70.05	19.OZ	70.38	19.UA	68.01	19.OZ	64.02	19.UA	67.13
20.OZ	63.85	20.AI	70.25	20.TG	67.12	20.SK	63.59	20.AI	56.34
21.SA	63.47	21.TG	68.65	21.TP	61.22	21.AI	53.43	21.LH	56.01
22.MS	61.42	22.TP	65.39	22.AI	60.45	22.MS	52.42	22.MS	46.84
23.TP	60.46	23.SA	63.71	23.SA	59.81				
24.AI	53.50	24.MS	63.46	24.MS	56.60				

Cabin crew

(Economy Class)

Weighted Sample Size

Overall Cabin Crew 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.ZH	87.45	1.ZH	88.07	1.A3	86.86	1.O6	85.70	1.O6	84.90
2.A3	85.88	2.O6	86.17	2.ZH	86.11	2.A3	84.92	2.ZH	83.36
3.O6	80.22	3.A3	84.88	3.O6	84.32	3.ZH	83.98	3.CA	80.75
4.NZ	79.96	4.NZ	81.49	4.NZ	79.72	4.BR	78.29	4.CM	79.95
5.OU	79.42	5.OS	78.46	5.BR	79.14	5.CM	77.62	5.BR	78.87
6.LH	78.88	6.LH	77.86	6.LH	78.99	6.NZ	75.99	6.NZ	78.32
7.LX	77.99	7.TK	77.71	7.OS	78.01	7.CA	75.96	7.TK	76.98
8.CA	77.95	8.CA	77.53	8.CA	77.78	8.LX	75.79	8.A3	76.75
9.TK	77.55	9.LX	76.98	9.LX	77.17	9.TK	74.73	9.LX	74.46
10.OS	75.85	10.BR	75.93	10.OZ	76.91	10.AV	74.58	10.NH	73.98
11.BR	75.70	11.AV	75.45	11.TK	76.57	AVG	72.67	11.SQ	73.32
12.CM	73.84	12.CM	75.21	12.OU	75.58	11.NH	71.87	AVG	73.30
AVG	73.54	AVG	73.52	13.CM	74.86	12.SK	70.54	12.AV	72.51
13.AV	72.90	13.OU	72.94	AVG	74.44	13.LH	70.28	13.OS	72.45
14.OZ	71.94	14.OZ	72.85	14.AV	74.43	14.SQ	70.01	14.OZ	72.40
15.NH	71.60	15.LO	72.80	15.SQ	73.66	15.OZ	69.42	15.UA	70.82
16.LO	71.32	16.NH	72.68	16.NH	71.65	16.AC	69.08	16.AC	70.68
17.SQ	70.53	17.TP	69.93	17.UA	71.14	17.OU	68.13	17.SK	68.79
18.UA	70.32	18.SQ	69.62	18.AC	70.18	18.TG	68.03	18.TP	67.93
19.SK	69.91	19.SK	68.30	19.SN	69.81	19.SA	66.36	19.SA	66.84
20.SN	67.30	20.UA	67.44	20.LO	69.69	20.OS	65.13	20.LO	66.15
21.AC	67.28	21.AC	66.01	21.SK	69.33	21.UA	65.08	21.TG	65.23
22.TP	67.18	22.SN	65.76	22.TP	64.81	22.TP	61.67	22.OU	60.33
23.TG	64.02	23.JP	65.28	23.TG	64.08	23.ET	61.25	23.ET	58.51
24.ET	63.47	24.TG	63.54	24.SA	62.54	24.LO	60.86	24.JP	53.30
25.SA	63.36	25.SA	63.13	25.ET	62.24	25.SN	56.65	25.MS	52.22
26.JP	61.10	26.ET	61.97	26.JP	61.50	26.JP	53.44	26.SN	50.31
27.MS	59.52	27.MS	58.46	27.MS	56.88	27.MS	52.83	27.AI	47.12
28.AI	51.84	28.AI	42.09	28.AI	49.56	28.AI	46.72	28.LH	46.37

Cabin Crew (Long Haul)

Weighted Sample Size

Overall Cabin-Crew Satisfaction Index Benchmarking / Total Class – Long Haul (Q417-Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.BR	82.02	1.BR	82.24	1.BR	82.15	1.BR	82.98	1.BR	82.98
2.NZ	80.08	2.NZ	80.77	2.NZ	81.04	2.NZ	78.75	2.NZ	78.75
3.OZ	77.65	3.OS	79.58	3.O6	80.27	3.SQ	75.00	3.SQ	75.00
4.CM	77.52	4.LO	76.26	4.CM	79.50	4.CM	74.08	4.CM	74.08
5.LX	76.23	5.LH	76.02	5.OZ	78.64	5.TG	73.46	5.TG	73.46
6.LH	75.92	6.CM	75.40	6.LH	78.41	6.LX	72.51	6.LX	72.51
7.OS	75.54	7.LX	74.93	7.OS	77.58	7.NH	72.28	7.NH	72.28
8.SQ	74.56	8.NH	74.52	8.SQ	77.05	8.CA	72.18	8.CA	72.18
9.LO	74.19	9.SQ	74.47	9.LX	75.75	9.OZ	72.08	9.OZ	72.08
10.NH	73.25	10.OZ	74.31	10.LO	73.02	10.AV	71.96	10.AV	71.96
11.TK	72.35	11.TK	73.97	11.NH	72.45	AVG	69.32	AVG	69.32
12.SK	71.45	AVG	69.15	12.TK	71.83	11.SK	68.17	11.SK	68.17
AVG	70.53	12.TG	67.21	AVG	71.22	12.LH	67.26	12.LH	67.26
13.SN	69.09	13.CA	65.82	13.CA	70.40	13.AC	66.56	13.AC	66.56
14.AC	68.58	14.UA	65.49	14.SN	69.80	14.UA	64.79	14.UA	64.79
15.TG	68.11	15.SK	65.46	15.ET	69.78	15.TK	64.70	15.TK	64.70
16.TP	67.63	16.AC	64.86	16.AC	69.43	16.ET	62.89	16.ET	62.89
17.CA	66.20	17.SN	63.78	17.TG	68.53	17.SN	62.63	17.SN	62.63
18.UA	66.18	18.AV	61.38	18.SK	68.02	18.SA	60.17	18.SA	60.17
19.AV	60.80	19.TP	61.15	19.UA	66.60	19.TP	58.99	19.TP	58.99
20.ET	60.61	20.ET	61.15	20.TP	62.26	20.OS	53.61	20.OS	53.61
21.MS	57.78	21.MS	58.21	21.AV	57.76	21.AI	47.77	21.AI	47.77
22.SA	57.17	22.SA	55.69	22.SA	56.94	22.MS	37.14	22.MS	37.14
23.AI	52.46	23.AI	47.46	23.MS	55.18				
				24.AI	52.14				

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Cabin Crew

(Short Haul)

Overall Cabin-Crew Satisfaction Index Benchmarking / Total Class – Short Haul (Q417-Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.AI	11.40	1.ZH	88.29	1.A3	86.73	1.O6	85.70	1.O6	85.70
2.MS	9.63	2.O6	86.19	2.ZH	86.24	2.A3	84.91	2.A3	84.91
3.ET	7.19	3.A3	84.80	3.O6	84.32	3.ZH	84.43	3.ZH	84.43
4.JP	6.77	4.NZ	82.83	4.NZ	80.63	4.CM	80.23	4.CM	80.23
5.UA	6.23	5.LH	79.08	5.BR	80.52	5.BR	79.43	5.BR	79.43
6.AV	5.88	6.CA	78.73	6.LH	79.74	6.NZ	78.61	6.NZ	78.61
7.TP	5.66	7.LX	78.73	7.LX	78.74	7.LX	77.73	7.LX	77.73
8.LO	5.10	8.OS	78.68	8.CA	78.67	8.CA	76.70	8.CA	76.70
9.AC	4.98	9.TK	78.14	9.CM	78.32	9.TK	75.65	9.TK	75.65
10.SN	4.88	10.CM	77.87	10.OS	77.94	10.AV	75.38	10.AV	75.38
11.TG	4.63	11.BR	77.37	11.TK	76.94	AVG	74.06	AVG	74.06
12.OU	4.25	12.AV	76.63	12.OZ	76.18	11.SQ	72.74	11.SQ	72.74
13.SA	4.15	AVG	75.11	AVG	75.63	12.LH	71.98	12.LH	71.98
14.TK	3.82	13.LO	73.29	13.AV	75.52	13.AC	70.88	13.AC	70.88
15.SQ	3.79	14.TP	73.21	14.OU	74.53	14.NH	70.87	14.NH	70.87
AVG	3.73	15.OZ	72.02	15.SQ	74.43	15.SK	69.27	15.SK	69.27
16.OZ	3.42	16.NH	71.72	16.NH	73.45	16.OU	69.18	16.OU	69.18
17.SK	3.38	17.OU	71.46	17.UA	72.94	17.SA	68.56	17.SA	68.56
18.CM	3.35	18.SQ	70.58	18.AC	71.22	18.OZ	67.83	18.OZ	67.83
19.O6	3.33	19.SK	69.68	19.SK	71.19	19.OS	67.70	19.OS	67.70
20.NH	2.86	20.UA	69.61	20.SN	70.45	20.UA	67.32	20.UA	67.32
21.OS	2.50	21.AC	67.41	21.LO	70.38	21.TG	66.97	21.TG	66.97
22.LX	2.48	22.SN	66.45	22.TP	65.44	22.TP	63.57	22.TP	63.57
23.CA	2.47	23.JP	65.65	23.TG	63.52	23.LO	63.52	23.LO	63.52
24.LH	2.38	24.SA	64.44	24.JP	63.04	24.ET	61.90	24.ET	61.90
25.NZ	2.20	25.ET	64.41	25.ET	63.02	25.SN	58.49	25.SN	58.49
26.BR	1.85	26.TG	63.54	26.SA	62.98	26.JP	55.30	26.JP	55.30
27.A3	1.67	27.MS	59.50	27.MS	57.04	27.MS	54.69	27.MS	54.69
28.ZH	0.99	28.AI	49.45	28.AI	48.83	28.AI	50.99	28.AI	50.99

Food & Beverages

(Total Class)



Weighted Sample Size

Overall Food & Beverages 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.ZH	59.90	1.O6	63.15	1.O6	64.90	1.O6	61.08	1.O6	66.25
2.NZ	59.79	2.NZ	59.12	2.ZH	59.63	2.TK	58.99	2.TK	59.21
3.O6	58.78	3.ZH	59.04	3.NZ	59.15	3.A3	58.19	3.NZ	57.90
4.TK	56.93	4.A3	57.99	4.OZ	56.94	4.ZH	57.91	4.A3	57.63
5.A3	55.04	5.TK	56.98	5.A3	56.50	5.NZ	56.23	5.ZH	57.15
6.SQ	53.40	6.OZ	55.45	6.TK	56.17	6.CM	55.75	6.BR	55.29
7.BR	52.92	7.BR	55.33	7.BR	54.06	7.BR	53.61	7.SQ	54.64
8.OZ	52.58	8.CM	52.61	8.SQ	53.90	8.SQ	52.50	8.CM	53.61
9.CM	50.52	9.SQ	50.80	9.CM	52.20	9.LX	51.68	9.NH	52.72
10.LX	49.32	10.NH	50.73	10.NH	51.15	10.NH	50.40	10.OZ	52.41
11.NH	48.63	11.LX	49.48	11.LX	49.75	11.AV	49.07	11.CA	50.69
12.CA	47.98	12.LH	48.31	AVG	48.41	12.TG	48.83	AVG	49.41
13.LH	47.10	13.CA	47.37	12.LH	47.87	AVG	48.55	12.LX	48.95
AVG	46.70	AVG	46.92	13.CA	47.28	13.OZ	47.96	13.TG	48.40
14.TG	45.16	14.AV	46.48	14.AV	47.07	14.CA	46.66	14.AV	47.29
15.UA	43.69	15.TG	46.02	15.UA	46.36	15.OU	46.35	15.SA	46.71
16.AV	42.34	16.UA	42.95	16.TG	46.25	16.LH	46.08	16.OU	46.63
17.MS	41.03	17.SA	42.19	17.SN	42.69	17.SA	45.88	17.OS	45.89
18.ET	40.65	18.MS	40.59	18.AC	42.17	18.UA	44.35	18.UA	44.43
19.SA	40.33	19.AC	38.90	19.AI	42.06	19.SN	43.31	19.AI	44.21
20.OU	39.69	20.TP	38.24	20.ET	40.86	20.AC	40.16	20.ET	43.77
21.TP	39.58	21.SN	38.19	21.SA	40.32	21.ET	39.68	21.TP	41.84
22.AI	39.03	22.ET	37.57	22.MS	40.21	22.MS	39.31	22.AC	41.28
23.AC	37.24	23.OU	36.31	23.TP	39.04	23.TP	38.75	23.SN	37.13
24.SN	37.05	24.SK	36.20	24.SK	37.24	24.OS	34.96	24.SK	35.95
25.SK	36.05	25.OS	35.95	25.OU	36.92	25.AI	33.20	25.LO	35.33
26.OS	34.00	26.AI	35.72	26.OS	35.34	26.SK	32.88	26.MS	28.40
27.LO	33.20	27.LO	34.16	27.LO	30.83	27.LO	29.34	27.LH	21.57
28.JP	16.24	28.JP	17.26	28.JP	21.61				

Food & Beverages

(Business Class)

Weighted Sample Size

Overall Food & Beverages 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.NZ	78.67	1.BR	77.21	1.NZ	77.03	1.NZ	79.29	1.NZ	77.77
2.LX	68.68	2.NZ	76.52	2.BR	75.44	2.BR	73.21	2.OS	67.90
3.BR	67.55	3.A3	66.53	3.LX	67.93	3.TK	68.38	3.BR	65.69
4.TK	65.17	4.SQ	64.62	4.SQ	67.10	4.SQ	65.83	4.TK	65.38
5.SQ	64.80	5.TK	64.35	5.TK	64.79	5.A3	63.37	5.SQ	64.83
6.OS	63.48	6.OS	63.83	6.OZ	64.33	6.OS	59.08	6.CM	59.30
7.A3	63.01	7.LH	62.94	7.OS	63.18	7.AC	58.93	7.A3	58.68
8.LH	61.65	8.AC	62.14	8.LH	62.57	8.CM	57.86	8.NH	58.32
9.AC	58.86	9.LX	61.90	9.ET	61.94	9.NH	57.50	9.AC	57.67
10.LO	57.78	10.CM	61.00	10.CM	60.37	10.LX	56.73	10.ET	57.18
AVG	56.67	11.NH	58.22	11.NH	60.06	AVG	54.85	11.TP	57.13
11.NH	55.75	12.LO	58.08	12.AC	59.39	11.LH	53.79	12.OZ	56.31
12.ET	54.89	AVG	57.89	13.A3	58.67	12.TG	53.74	AVG	54.44
13.CM	53.83	13.ET	57.22	AVG	58.09	13.AV	52.95	13.LX	54.42
14.UA	52.45	14.OZ	55.34	14.LO	57.94	14.UA	49.69	14.UA	53.20
15.OZ	51.90	15.AV	55.02	15.SN	53.90	15.SA	49.07	15.SA	52.59
16.AV	51.30	16.TG	51.52	16.AV	52.34	16.TP	47.50	16.AI	52.17
17.TG	50.54	17.TP	50.99	17.SA	52.28	17.ET	42.84	17.TG	51.72
18.SN	49.32	18.UA	50.77	18.TG	49.18	18.CA	41.15	18.AV	49.40
19.TP	48.61	19.SN	49.50	19.AI	47.64	19.SK	39.82	19.CA	47.66
20.CA	46.96	20.AI	49.34	20.TP	44.87	20.AI	39.72	20.SK	40.61
21.MS	45.83	21.SK	48.52	21.CA	43.59	21.OZ	38.20	21.MS	23.48
22.SA	41.49	22.SA	47.38	22.SK	43.13	22.MS	35.15	22.LH	14.95
23.SK	39.44	23.MS	45.95	23.UA	42.04				
24.AI	32.65	24.CA	43.18	24.MS	38.91				

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Food & Beverages

(Economy Class)

Weighted Sample Size

Overall Food & Beverages 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.ZH	59.73	1.O6	63.27	1.O6	64.90	1.O6	61.08	1.O6	66.55
2.O6	58.65	2.ZH	59.11	2.ZH	58.46	2.TK	58.38	2.TK	58.80
3.TK	56.38	3.A3	57.72	3.OZ	56.47	3.A3	58.02	3.A3	57.60
4.NZ	55.98	4.TK	56.49	4.A3	56.44	4.ZH	56.84	4.ZH	56.40
5.A3	54.79	5.OZ	55.44	5.TK	55.59	5.CM	54.56	5.BR	52.65
6.OZ	52.65	6.NZ	54.52	6.NZ	54.63	6.LX	50.31	6.OZ	52.17
7.BR	49.79	7.BR	49.16	7.SQ	49.91	7.OZ	48.59	7.NZ	51.31
8.SQ	49.46	8.NH	48.89	8.BR	49.13	8.NZ	48.52	8.SQ	51.22
9.CM	48.71	9.CM	47.68	9.NH	48.85	9.AV	48.26	9.NH	50.31
10.CA	47.28	10.CA	46.57	10.CM	47.44	10.NH	48.08	10.CM	50.24
11.NH	46.31	11.LX	46.13	AVG	46.56	11.OU	47.95	11.CA	49.71
AVG	44.64	12.SQ	45.52	11.CA	46.42	12.TG	47.92	AVG	48.13
12.LX	44.53	13.AV	45.01	12.AV	46.17	13.BR	47.68	12.TG	47.73
13.TG	44.03	14.TG	44.89	13.TG	45.62	AVG	47.03	13.LX	47.65
14.LH	42.93	AVG	44.87	14.LX	45.11	14.SQ	46.85	14.AV	46.93
15.AV	40.83	15.LH	44.76	15.LH	44.20	15.CA	45.74	15.SA	45.54
16.AI	40.41	16.SA	41.17	16.UA	43.18	16.SA	45.27	16.OS	43.43
17.SA	40.10	17.UA	39.85	17.SN	40.77	17.LH	44.38	17.AI	42.40
18.MS	40.00	18.MS	39.36	18.AI	40.70	18.MS	40.27	18.ET	42.18
19.OU	39.79	19.TP	36.84	19.MS	40.50	19.UA	39.75	19.OU	41.98
20.UA	39.59	20.OU	36.54	20.AC	39.54	20.ET	39.32	20.UA	40.38
21.ET	39.02	21.SN	36.46	21.ET	38.51	21.SN	38.61	21.TP	40.17
22.TP	38.61	22.AC	35.59	22.TP	38.36	22.TP	37.75	22.AC	39.17
23.SN	35.07	23.ET	35.30	23.SA	38.04	23.AC	37.62	23.SN	37.02
24.AC	34.45	24.OS	33.07	24.OU	37.30	24.OS	32.27	24.LO	34.67
25.SK	31.57	25.AI	32.18	25.OS	32.32	25.AI	31.52	25.SK	32.96
26.OS	30.77	26.SK	31.53	26.SK	32.18	26.SK	29.48	26.MS	29.56
27.LO	29.62	27.LO	30.16	27.LO	26.09	27.LO	24.27	27.LH	22.02
28.JP	14.21	28.JP	14.45	28.JP	16.80				

Food & Beverages

(Long Haul)

Weighted Sample Size

Overall Food & Beverages Satisfaction Index Benchmarking / Total Class –Long Haul (Q417-Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.NZ	68.47	1.NZ	67.04	1.O6	67.18	1.NZ	63.14	1.BR	82.98
2.OZ	62.86	2.OZ	62.02	2.OZ	65.27	2.BR	62.04	2.NZ	78.75
3.BR	61.88	3.BR	61.68	3.OS	64.40	3.LX	59.24	3.SQ	75.00
4.LX	59.78	4.LO	61.42	4.LX	63.16	4.TK	57.58	4.CM	74.08
5.OS	58.54	5.TK	61.05	5.TK	61.56	5.SQ	55.91	5.TG	73.46
6.TK	57.92	6.LX	59.67	6.BR	59.69	6.TG	54.74	6.LX	72.51
7.LO	55.66	7.OS	59.67	7.SQ	58.21	7.CM	53.83	7.NH	72.28
8.CM	55.52	8.LH	54.87	8.NZ	57.19	8.OZ	53.19	8.CA	72.18
9.SQ	55.15	9.SQ	54.26	9.LO	55.34	9.NH	51.10	9.OZ	72.08
10.LH	51.37	10.TG	52.05	10.LH	55.04	10.LH	50.87	10.AV	71.96
11.SN	50.32	11.NH	51.96	11.CM	54.84	AVG	49.21	AVG	69.32
AVG	50.27	12.CM	49.80	12.SN	52.24	11.AV	48.12	11.SK	68.17
12.TG	50.26	AVG	49.78	AVG	52.20	12.SK	48.02	12.LH	67.26
13.TP	49.84	13.MS	47.89	13.NH	51.63	13.SA	47.45	13.AC	66.56
14.NH	47.96	14.SN	46.48	14.AC	51.07	14.ET	44.44	14.UA	64.79
15.ET	44.28	15.ET	44.67	15.TG	50.25	15.CA	43.95	15.TK	64.70
16.UA	43.99	16.AC	44.43	16.UA	49.47	16.UA	43.08	16.ET	62.89
17.AC	43.31	17.UA	42.97	17.ET	43.65	17.AC	42.91	17.SN	62.63
18.SK	43.30	18.SK	40.40	18.TP	43.39	18.OS	38.69	18.SA	60.17
19.SA	42.14	19.TP	40.04	19.CA	42.61	19.TP	38.47	19.TP	58.99
20.CA	40.49	20.SA	39.63	20.AI	42.21	20.MS	32.72	20.OS	53.61
21.MS	39.89	21.CA	38.49	21.SK	40.87	21.AI	32.36	21.AI	47.77
22.AI	39.43	22.AV	38.39	22.MS	39.66			22.MS	37.14
23.AV	39.01	23.AI	34.75	23.AV	39.63				
				24.SA	34.12				

Food & Beverages

(Short Haul)

Weighted Sample Size

Overall Food & Beverages Satisfaction Index Benchmarking / Total Class –Short Haul (Q417-Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JP	42.06	1.O6	63.15	1.O6	64.90	1.O6	61.08	1.O6	61.08
2.LO	26.55	2.ZH	59.04	2.ZH	59.63	2.TK	59.10	2.TK	59.10
3.ET	19.70	3.NZ	58.09	3.NZ	59.42	3.A3	58.19	3.A3	58.19
4.SK	19.30	4.A3	57.99	4.A3	56.50	4.ZH	57.91	4.ZH	57.91
5.OS	17.95	5.TK	56.65	5.TK	55.74	5.CM	55.96	5.CM	55.96
6.OU	17.26	6.CM	52.94	6.OZ	53.31	6.NZ	55.33	6.NZ	55.33
7.SN	17.13	7.OZ	52.58	7.CM	51.90	7.BR	49.99	7.BR	49.99
8.TP	16.97	8.BR	52.54	8.BR	51.67	8.SQ	49.73	8.SQ	49.73
9.MS	15.85	9.NH	48.45	9.SQ	50.37	9.LX	49.64	9.LX	49.64
10.AC	15.64	10.CA	48.06	10.NH	50.27	10.AV	49.32	10.AV	49.32
11.UA	15.43	11.SQ	47.99	11.CA	47.65	11.NH	49.14	11.NH	49.14
12.AI	15.29	12.AV	46.88	AVG	47.53	AVG	48.38	AVG	48.38
13.CM	13.90	13.LX	46.80	12.AV	47.44	12.TG	47.10	12.TG	47.10
14.AV	13.65	14.AI	46.58	13.LX	46.27	13.CA	46.88	13.CA	46.88
AVG	12.88	AVG	46.24	14.UA	45.45	14.OU	46.35	14.OU	46.35
15.LH	12.68	15.LH	45.21	15.TG	45.12	15.OZ	45.66	15.OZ	45.66
16.SA	12.22	16.TG	44.23	16.LH	44.54	16.SA	45.59	16.SA	45.59
17.TK	11.73	17.UA	42.94	17.SA	41.47	17.UA	44.72	17.UA	44.72
18.OZ	11.30	18.SA	42.66	18.AI	40.49	18.LH	43.79	18.LH	43.79
19.CA	11.08	19.MS	39.67	19.ET	40.32	19.AI	42.41	19.AI	42.41
20.TG	10.56	20.TP	37.41	20.MS	40.28	20.SN	40.51	20.SN	40.51
21.LX	10.12	21.AC	36.94	21.SN	39.54	21.MS	40.20	21.MS	40.20
22.NZ	10.07	22.OU	36.31	22.AC	38.96	22.AC	39.19	22.AC	39.19
23.BR	9.30	23.ET	36.19	23.TP	37.01	23.TP	38.89	23.TP	38.89
24.A3	8.93	24.SK	35.80	24.OU	36.92	24.ET	38.75	24.ET	38.75
25.ZH	8.70	25.SN	35.57	25.SK	36.90	25.OS	34.57	25.OS	34.57
26.SQ	8.30	26.OS	33.65	26.OS	32.47	26.SK	31.52	26.SK	31.52
27.NH	7.10	27.LO	31.04	27.LO	28.10	27.LO	25.12	27.LO	25.12
28.O6	4.84	28.JP	17.26	28.JP	21.61				

Entertainment

(Total Class)

Weighted Sample Size

Overall Entertainment 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.NZ	63.19	1.NZ	68.83	1.NZ	67.52	1.AV	65.51	1.AV	66.09
2.AV	62.20	2.AV	62.90	2.AV	65.66	2.NZ	62.16	2.O6	63.45
3.TK	57.64	3.BR	60.76	3.SQ	61.31	3.TK	61.66	3.BR	63.16
4.SQ	57.38	4.SQ	60.11	4.BR	60.65	4.SQ	59.92	4.NZ	61.58
5.O6	55.01	5.O6	60.00	5.TK	59.88	5.O6	57.11	5.SQ	61.07
6.BR	53.05	6.TK	58.83	6.O6	53.05	6.BR	55.36	6.TK	59.45
7.OZ	50.70	7.AC	50.14	7.NH	52.00	7.AC	50.84	7.AC	54.57
8.LH	49.05	8.LH	49.54	8.LH	51.05	8.UA	49.63	8.NH	53.21
AVG	46.30	AVG	47.82	9.AC	50.73	AVG	48.27	9.LO	51.92
9.AC	46.05	9.NH	46.22	AVG	49.43	9.LX	46.82	AVG	49.43
10.NH	45.76	10.OZ	45.86	10.OZ	48.72	10.LH	46.53	10.UA	47.82
11.CA	44.34	11.UA	45.36	11.UA	45.57	11.NH	45.85	11.CA	47.49
12.UA	44.11	12.CA	44.95	12.TG	45.18	12.CM	42.71	12.ZH	46.84
13.TG	43.32	13.ZH	42.31	13.CA	43.25	13.OZ	42.31	13.OZ	46.06
14.CM	41.92	14.TG	41.78	14.CM	42.59	14.TG	42.20	14.OS	45.99
15.ZH	39.36	15.LX	39.89	15.ZH	41.38	15.CA	42.12	15.TG	43.34
16.SN	38.88	16.LO	38.21	16.LX	40.13	16.SN	40.55	16.CM	42.93
17.TP	37.83	17.CM	37.37	17.OS	39.95	17.ZH	39.55	17.LX	40.39
18.LX	37.31	18.OS	36.53	18.ET	39.65	18.MS	35.78	18.ET	38.08
19.ET	37.23	19.TP	36.07	19.MS	37.70	19.ET	35.49	19.TP	35.29
20.MS	36.17	20.ET	35.77	20.TP	35.82	20.TP	33.60	20.SK	34.30
21.OS	35.05	21.MS	34.18	21.LO	34.86	21.SK	32.03	21.AI	33.57
22.LO	33.12	22.SN	32.43	22.SN	33.87	22.OS	29.42	22.SA	29.18
23.SK	27.44	23.JP	28.48	23.SK	32.60	23.A3	24.49	23.MS	29.01
24.JP	25.31	24.SA	27.63	24.AI	30.68	24.SA	22.37	24.SN	28.54
25.AI	24.25	25.AI	25.27	25.OU	26.46	25.LO	21.47	25.LH	15.58
26.SA	23.78	26.SK	24.81	26.SA	23.26	26.AI	15.58	26.A3	15.24
27.A3	22.51	27.A3	23.68	27.A3	20.56				
28.OU	18.83								

Entertainment

(Business Class)

Weighted Sample Size

Overall Entertainment 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.NZ	71.34	1.BR	67.50	1.BR	69.93	1.NZ	73.52	1.BR	68.68
2.AV	62.84	2.NZ	66.90	2.AV	68.98	2.UA	64.56	2.NZ	67.14
3.BR	61.28	3.SQ	64.79	3.NZ	65.59	3.AV	63.18	3.SQ	64.11
4.SQ	59.99	4.AV	64.34	4.SQ	63.35	4.BR	62.43	4.TK	63.20
5.TK	57.55	5.TK	60.49	5.TK	62.04	5.SQ	59.32	5.AV	60.21
6.SN	48.41	6.AC	54.73	6.AC	54.29	6.TK	55.55	6.NH	51.96
7.UA	46.17	7.LH	51.55	7.OS	53.72	7.AC	53.18	7.AC	51.64
8.LH	45.55	8.OS	50.48	AVG	50.24	AVG	47.19	8.UA	49.21
AVG	44.32	AVG	48.45	8.NH	48.79	8.NH	43.00	AVG	47.68
9.NH	42.59	9.UA	47.67	9.LH	48.78	9.CM	37.66	9.SK	45.31
10.CM	42.21	10.NH	45.23	10.SK	46.72	10.SK	37.62	10.ET	43.57
11.TP	41.65	11.LX	38.87	11.CM	45.46	11.LX	37.44	11.TG	39.90
12.AC	39.74	12.MS	38.71	12.UA	41.53	12.LH	36.46	12.LX	38.95
13.OZ	39.55	13.CM	38.10	13.SN	41.26	13.TG	35.66	13.OZ	37.27
14.OS	38.80	14.TP	37.95	14.OZ	40.97	14.ET	34.30	14.CM	36.67
15.LO	38.77	15.LO	36.74	15.TG	39.23	15.TP	33.56	15.CA	35.83
16.TG	37.85	16.TG	36.63	16.CA	37.46	16.MS	27.38	16.OS	35.08
17.LX	36.97	17.AI	36.08	17.ET	37.26	17.OZ	27.15	17.TP	27.71
18.ET	36.91	18.SN	33.81	18.LX	35.59	18.CA	23.98	18.AI	25.35
19.CA	36.35	19.ET	33.80	19.TP	34.93	19.SA	15.42	19.SA	19.56
20.MS	29.77	20.OZ	31.84	20.SA	33.92	20.AI	11.15	20.LH	2.64
21.SK	24.80	21.SK	29.03	21.LO	27.25				
22.SA	15.80	22.SA	28.62	22.MS	26.63				
23.AI	13.14	23.CA	28.09	23.AI	14.62				

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Entertainment

(Economy Class)

Weighted Sample Size

Overall Entertainment 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.AV	62.10	1.NZ	67.23	1.NZ	65.59	1.AV	65.97	1.AV	66.96
2.NZ	61.85	2.AV	62.69	2.AV	65.13	2.TK	62.10	2.O6	62.39
3.TK	57.65	3.O6	59.90	3.SQ	59.91	3.SQ	59.79	3.BR	60.77
4.SQ	55.68	4.TK	58.69	4.TK	59.67	4.NZ	59.46	4.SQ	59.60
5.O6	54.86	5.BR	57.39	5.BR	57.54	5.O6	57.11	5.TK	59.19
6.OZ	51.39	6.SQ	57.36	6.NH	53.48	6.LX	51.20	6.NZ	57.45
7.BR	50.08	7.AC	49.86	7.O6	53.05	7.AC	50.80	7.AC	55.07
8.AC	46.84	AVG	47.13	8.AC	50.39	8.BR	50.52	8.NH	53.72
9.LH	46.80	8.LH	47.02	9.OZ	49.20	AVG	47.89	9.LO	49.95
10.NH	46.56	9.OZ	46.76	AVG	48.75	9.UA	47.05	AVG	49.18
AVG	45.93	10.NH	46.10	10.LH	47.56	10.NH	46.94	10.UA	47.74
11.CA	44.16	11.CA	44.84	11.TG	46.03	11.LH	46.89	11.OS	47.50
12.TG	44.10	12.UA	44.08	12.UA	44.50	12.CM	45.42	12.CA	47.16
13.UA	42.18	13.TG	42.61	13.CA	42.85	13.OZ	43.32	13.OZ	46.61
14.CM	41.73	14.ZH	42.22	14.ZH	41.74	14.TG	43.28	14.CM	46.20
15.ZH	39.25	15.LO	39.72	15.LX	41.14	15.CA	41.86	15.ZH	46.09
16.MS	37.39	16.LX	39.57	16.CM	40.96	16.SN	41.65	16.TG	43.99
17.TP	37.28	17.CM	37.00	17.ET	39.90	17.ZH	38.96	17.LX	40.79
18.ET	37.28	18.ET	36.03	18.MS	39.82	18.MS	38.08	18.ET	37.39
19.LX	36.62	19.TP	35.80	19.OS	36.61	19.ET	35.62	19.TP	36.31
20.SN	36.61	20.OS	33.87	20.TP	35.93	20.TP	33.60	20.AI	35.60
21.OS	34.10	21.MS	33.23	21.LO	34.55	21.OS	30.57	21.SK	31.68
22.LO	30.76	22.SN	32.15	22.AI	34.52	22.SK	29.68	22.MS	31.41
23.JP	27.48	23.JP	29.37	23.SN	31.16	23.A3	24.57	23.SA	31.22
24.SK	27.12	24.SA	27.41	24.SK	27.54	24.SA	23.40	24.SN	29.29
25.AI	26.92	25.A3	23.83	25.SA	20.65	25.AI	16.63	25.LH	21.39
26.SA	25.93	26.SK	23.61	26.A3	20.34			26.A3	14.70
27.A3	22.97	27.AI	22.81						
28.OU	19.28	28.OU	21.87						

Entertainment

(Long Haul)

Weighted Sample Size

Overall Entertainment Satisfaction Index Benchmarking / Total Class – Long Haul (Q417-Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.NZ	67.45	1.NZ	73.11	1.O6	73.75	1.NZ	67.46	1.NZ	67.46
2.TK	63.91	2.TK	67.97	2.NZ	70.80	2.TK	64.23	2.TK	64.23
3.CM	57.34	3.BR	64.19	3.TK	70.63	3.AV	60.92	3.AV	60.92
4.BR	57.15	4.SQ	64.03	4.BR	70.57	4.BR	58.17	4.BR	58.17
5.SQ	57.05	5.AV	59.31	5.SQ	64.13	5.SQ	58.06	5.SQ	58.06
6.LH	56.88	6.OS	58.56	6.LH	60.86	6.UA	54.98	6.UA	54.98
7.OZ	53.49	7.LH	55.93	7.OS	59.61	7.CM	53.13	7.CM	53.13
8.AV	53.47	8.UA	54.43	8.AV	57.81	8.LH	52.11	8.LH	52.11
9.OS	50.17	9.AC	51.72	9.AC	57.72	9.AC	49.59	9.AC	49.59
10.UA	50.01	AVG	49.67	10.UA	54.90	10.LX	48.62	10.LX	48.62
AVG	48.28	10.OZ	49.04	11.NH	54.61	AVG	48.50	AVG	48.50
11.NH	47.67	11.NH	47.73	AVG	53.16	11.NH	46.94	11.NH	46.94
12.TG	46.68	12.ET	47.25	12.OZ	52.84	12.TG	46.80	12.TG	46.80
13.LX	45.48	13.LX	46.39	13.LO	51.19	13.CA	45.82	13.CA	45.82
14.TP	44.90	14.LO	45.41	14.LX	50.10	14.ET	45.27	14.ET	45.27
15.AC	44.72	15.TG	45.30	15.CM	48.70	15.OZ	45.21	15.OZ	45.21
16.LO	44.44	16.CA	44.62	16.TG	48.30	16.SK	43.96	16.SK	43.96
17.SK	43.77	17.CM	44.08	17.SK	47.73	17.TP	38.99	17.TP	38.99
18.SN	41.69	18.MS	43.97	18.CA	45.77	18.OS	32.59	18.OS	32.59
19.CA	41.17	19.SN	41.97	19.SN	45.34	19.SA	24.33	19.SA	24.33
20.MS	39.66	20.SK	40.77	20.ET	45.04	20.AI	15.02	20.AI	15.02
21.ET	36.52	21.TP	40.22	21.TP	42.10				
22.SA	27.61	22.AI	25.28	22.MS	37.82				
23.AI	24.18	23.SA	23.94	23.AI	30.63				
				24.SA	19.24				

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Entertainment

(Short Haul)

Weighted Sample Size

Overall Entertainment Satisfaction Index Benchmarking / Total Class – Short Haul (Q417-Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.LO	48.93	1.NZ	68.32	1.NZ	67.14	1.AV	66.80	1.AV	66.80
2.SK	46.29	2.AV	63.09	2.AV	66.09	2.NZ	61.54	2.NZ	61.54
3.TP	45.28	3.O6	60.00	3.SQ	58.97	3.SQ	61.47	3.SQ	61.47
4.JP	42.68	4.BR	58.99	4.TK	58.34	4.TK	61.37	4.TK	61.37
5.SA	40.38	5.TK	57.55	5.BR	55.71	5.O6	57.11	5.O6	57.11
6.OU	39.72	6.SQ	56.79	6.O6	53.05	6.BR	53.92	6.BR	53.92
7.OS	39.65	7.AC	49.59	7.AC	48.39	7.AC	51.26	7.AC	51.26
8.LH	38.40	AVG	47.08	AVG	48.07	AVG	48.18	AVG	48.18
9.AI	36.56	8.CA	44.99	8.OZ	46.63	8.UA	47.13	8.UA	47.13
10.A3	34.87	9.OZ	44.23	9.NH	46.25	9.LX	44.57	9.LX	44.57
11.SN	32.30	10.NH	42.79	10.TG	44.16	10.NH	43.50	10.NH	43.50
12.LX	30.16	11.ZH	42.31	11.CA	42.97	11.CA	41.70	11.CA	41.70
13.UA	29.14	12.UA	41.18	12.CM	41.54	12.CM	41.15	12.CM	41.15
14.ET	25.90	13.TG	40.61	13.ZH	41.38	13.OZ	40.85	13.OZ	40.85
15.CM	25.19	14.CM	36.20	14.UA	41.33	14.TG	40.64	14.TG	40.64
16.MS	25.14	15.ET	32.83	15.ET	38.38	15.ZH	39.55	15.ZH	39.55
AVG	18.34	16.MS	32.65	16.MS	37.67	16.MS	35.68	16.MS	35.68
17.AC	17.11	17.LX	31.48	17.AI	31.61	17.ET	33.34	17.ET	33.34
18.ZH	16.57	18.LO	31.06	18.OS	27.36	18.LH	32.50	18.LH	32.50
19.OZ	15.83	19.SA	28.93	19.LX	26.46	19.SK	27.96	19.SK	27.96
20.CA	15.66	20.LH	28.73	20.OU	26.46	20.OS	27.62	20.OS	27.62
21.TK	14.54	21.JP	28.48	21.SA	25.13	21.AI	26.76	21.AI	26.76
22.NH	14.02	22.TP	25.39	22.LH	23.81	22.A3	24.49	22.A3	24.49
23.O6	12.70	23.AI	25.23	23.SK	23.73	23.SA	21.67	23.SA	21.67
24.TG	12.33	24.A3	23.68	24.A3	20.56	24.TP	18.39	24.TP	18.39
25.BR	11.34	25.OS	23.58	25.TP	20.06				
26.AV	8.45	26.OU	21.27	26.LO	17.64				
27.SQ	7.95	27.SN	17.72	27.SN	16.44				
28.NZ	5.57	28.SK	16.79						

Cabin Comfort

(Total Class)

Weighted Sample Size

Overall Cabin Comfort 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.ZH	72.17	1.ZH	71.59	1.O6	72.05	1.AV	71.28	1.BR	69.40
2.O6	70.61	2.AV	70.92	2.AV	70.23	2.ZH	69.86	2.AV	67.91
3.NZ	68.08	3.NZ	70.40	3.BR	68.11	3.BR	69.19	3.NZ	67.88
4.AV	66.90	4.O6	68.10	4.ZH	66.72	4.NZ	68.10	4.O6	67.49
5.BR	66.62	5.BR	67.81	5.NZ	65.42	5.O6	68.06	5.ZH	65.42
6.A3	65.34	6.TK	62.72	6.TK	63.03	6.A3	63.85	6.CM	65.27
7.TK	61.64	7.CM	61.17	7.NH	62.32	7.CM	62.29	7.SQ	62.97
8.CA	60.58	8.A3	60.04	8.SQ	61.38	8.NH	61.38	8.NH	62.33
9.SQ	59.21	9.LO	59.18	9.OZ	61.06	9.SQ	60.96	9.CA	61.77
10.CM	58.95	10.CA	58.92	10.CA	59.69	10.TK	60.34	10.TK	59.78
11.OZ	58.65	11.SQ	58.26	11.A3	59.68	AVG	58.66	11.A3	58.88
12.NH	58.25	12.NH	58.26	12.CM	59.57	11.CA	58.00	12.LX	58.62
AVG	56.82	13.OZ	57.71	AVG	58.57	12.LX	57.04	AVG	58.23
13.LX	56.44	AVG	57.59	13.LH	57.48	13.TG	56.05	13.TG	57.59
14.LH	56.24	14.LX	57.42	14.LX	56.92	14.OZ	55.91	14.OZ	57.44
15.LO	55.82	15.LH	56.09	15.SN	54.15	15.AC	53.04	15.OS	53.72
16.TG	53.99	16.OS	55.96	16.ET	53.89	16.SA	50.94	16.UA	52.07
17.ET	53.39	17.TG	55.40	17.OS	53.80	17.UA	50.78	17.ET	51.71
18.OS	52.89	18.ET	54.36	18.LO	53.58	18.ET	50.65	18.AC	51.59
19.UA	52.56	19.SA	50.82	19.TG	53.53	19.LH	50.56	19.SA	50.15
20.SN	50.97	20.UA	50.80	20.AC	52.26	20.OS	48.26	20.SK	49.48
21.OU	50.13	21.SN	50.31	21.UA	51.98	21.SK	48.17	21.LO	46.07
22.MS	49.17	22.MS	50.19	22.OU	50.72	22.OU	47.74	22.LH	45.98
23.SK	48.73	23.SK	49.93	23.SK	49.75	23.SN	47.05	23.TP	43.50
24.SA	47.74	24.JP	49.48	24.SA	49.16	24.LO	45.13	24.SN	40.74
25.AC	47.63	25.AC	48.91	25.MS	46.91	25.MS	42.25	25.OU	40.59
26.TP	44.37	26.TP	43.11	26.AI	43.66	26.TP	42.17	26.MS	40.36
27.AI	42.46	27.OU	42.29	27.JP	41.22	27.AI	38.85	27.AI	38.76
28.JP	39.29	28.AI	38.39	28.TP	40.31	28.JP	31.73	28.JP	30.54

Cabin Comfort

(Business Class)

Weighted Sample Size

Overall Cabin Comfort 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.NZ	84.02	1.BR	84.73	1.NZ	83.66	1.NZ	84.50	1.NZ	87.90
2.BR	83.05	2.NZ	83.46	2.BR	79.82	2.BR	82.82	2.BR	81.54
3.LO	71.51	3.AV	76.19	3.AV	76.65	3.AV	79.30	3.CM	72.14
4.ET	67.84	4.AC	71.16	4.ET	73.68	4.SQ	71.79	4.LH	71.12
5.AV	67.74	5.ET	70.06	5.NH	72.23	5.AC	70.48	5.SQ	70.86
6.SQ	67.33	6.CM	69.63	6.AC	68.59	6.NH	70.39	6.NH	69.34
7.NH	66.17	7.NH	68.34	7.SQ	67.31	7.CM	68.49	7.AV	68.79
8.UA	65.41	8.SQ	68.13	8.TK	65.74	AVG	65.44	8.AC	68.76
9.AC	65.32	9.A3	65.90	9.CM	65.27	8.TK	65.43	9.A3	68.46
10.CM	65.18	10.LO	64.49	10.OZ	64.01	9.UA	64.74	10.OS	67.32
11.LX	64.25	AVG	63.86	AVG	63.20	10.A3	63.97	11.ET	64.76
12.A3	63.97	11.TK	63.54	11.A3	61.43	11.ET	62.36	AVG	64.15
13.TK	62.94	12.LH	61.61	12.LO	61.16	12.AI	59.68	12.TG	61.30
14.SN	62.19	13.LX	61.20	13.SA	60.50	13.LX	58.94	13.LX	60.75
AVG	61.46	14.SN	60.39	14.LX	59.43	14.TG	58.83	14.UA	60.65
15.TG	59.70	15.SA	59.77	15.UA	58.89	15.LH	55.69	15.TK	58.26
16.LH	58.22	16.TG	59.58	16.TG	57.94	16.OS	53.16	16.SK	57.26
17.OS	57.33	17.CA	58.19	17.OS	57.28	17.OZ	50.90	17.OZ	57.20
18.OZ	54.55	18.UA	57.40	18.LH	56.30	18.SK	48.76	18.CA	53.45
19.CA	52.24	19.OS	56.48	19.CA	54.63	19.SA	48.28	19.SA	51.70
20.SK	51.10	20.AI	54.70	20.SK	51.26	20.CA	45.88	20.TP	39.41
21.MS	50.29	21.SK	53.77	21.SN	49.87	21.MS	36.47	21.AI	35.71
22.AI	49.29	22.MS	53.53	22.MS	43.72	22.TP	33.32	22.MS	33.50
23.SA	44.47	23.OZ	52.56	23.AI	42.84				
24.TP	41.51	24.TP	42.56	24.TP	38.27				

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Cabin Comfort

(Economy Class)



Weighted Sample Size

Overall Cabin Comfort 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.ZH	71.94	1.ZH	71.49	1.O6	72.05	1.AV	69.73	1.O6	67.99
2.O6	70.56	2.AV	70.06	2.AV	69.18	2.ZH	68.96	2.AV	67.77
3.AV	66.76	3.O6	68.04	3.ZH	65.89	3.O6	68.06	3.BR	66.32
4.NZ	65.42	4.NZ	67.37	4.BR	64.91	4.BR	64.73	4.ZH	64.44
5.A3	65.38	5.TK	62.67	5.TK	62.86	5.A3	63.85	5.NZ	62.54
6.BR	62.34	6.BR	62.65	6.NZ	61.72	6.NZ	62.90	6.CM	61.41
7.TK	61.56	7.A3	59.86	7.OZ	60.87	7.TK	60.01	7.CA	61.28
8.CA	60.13	8.CA	58.14	8.A3	59.62	8.CM	58.80	8.TK	59.88
9.OZ	58.90	9.LO	58.12	9.CA	59.37	9.NH	57.60	9.SQ	59.61
10.SQ	55.65	10.OZ	58.03	10.SQ	59.32	10.CA	57.54	10.NH	58.81
AVG	55.51	11.CM	56.41	11.NH	59.15	AVG	57.17	11.A3	58.58
11.CM	55.44	12.LX	56.36	AVG	57.52	11.LX	56.73	12.LX	57.92
12.LX	54.56	AVG	56.18	12.CM	56.36	12.SQ	56.55	13.OZ	57.45
13.LO	54.55	13.OS	55.91	13.LH	56.28	13.OZ	56.24	14.TG	56.91
14.LH	54.54	14.TG	54.59	14.LX	56.02	14.TG	55.54	AVG	56.65
15.NH	54.30	15.LH	54.31	15.SN	54.43	15.SA	51.41	15.OS	52.38
16.TG	52.89	16.NH	53.63	16.OU	53.86	16.AC	50.86	16.ET	50.26
17.OS	52.45	17.SQ	53.61	17.OS	53.46	17.LH	49.42	17.SA	49.88
18.ET	51.79	18.ET	52.62	18.LO	52.84	18.ET	49.35	18.AC	49.59
19.OU	51.26	19.JP	49.82	19.TG	52.66	19.SK	48.30	19.SK	48.27
20.SN	50.25	20.SN	49.66	20.ET	51.69	20.OS	47.77	20.LO	46.09
21.MS	49.09	21.SK	49.54	21.AC	50.24	21.OU	46.35	21.UA	45.85
22.SA	48.32	22.MS	49.45	22.SK	48.83	22.SN	45.83	22.TP	43.96
23.SK	47.53	23.SA	49.24	23.MS	47.61	23.LO	43.55	23.MS	41.86
24.UA	46.56	24.AC	46.62	24.UA	47.27	24.MS	43.52	24.OU	41.06
25.AC	45.99	25.UA	45.02	25.SA	47.17	25.UA	43.40	25.SN	39.84
26.TP	44.68	26.OU	43.73	26.AI	43.69	26.TP	43.15	26.AI	39.53
27.AI	40.93	27.TP	43.17	27.TP	40.54	27.AI	33.64	27.LH	39.12
28.JP	38.07	28.AI	34.33	28.JP	39.72	28.JP	31.45	28.JP	29.73

Cabin Comfort

(Long Haul)

Weighted Sample Size

Overall Cabin Satisfaction Index Benchmarking / Total Class –Long Haul (Q417-Q418)									
Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.BR	67.37	1.LO	70.48	1.BR	70.15	1.BR	71.77	1.BR	71.77
2.NZ	66.90	2.BR	69.80	2.NH	62.36	2.SN	69.86	2.SN	69.86
3.OZ	61.64	3.NZ	66.54	3.OZ	62.35	3.NZ	64.60	3.NZ	64.60
4.NH	60.22	4.OS	62.46	4.NZ	62.12	4.AV	63.14	4.AV	63.14
5.LO	59.10	5.SQ	60.23	5.SQ	62.00	5.NH	62.00	5.NH	62.00
6.OS	57.88	6.NH	59.93	6.O6	59.03	6.CM	60.09	6.CM	60.09
7.SQ	57.21	7.OZ	59.34	7.TK	58.48	7.SK	57.70	7.SK	57.70
8.CM	57.12	8.TK	57.54	8.OS	58.46	8.SQ	57.44	8.SQ	57.44
9.TK	56.39	9.ET	56.47	9.LH	57.46	9.OZ	56.54	9.OZ	56.54
10.TG	54.85	10.CM	55.97	10.CM	56.15	10.TG	55.97	10.TG	55.97
11.LH	53.83	11.LH	55.90	11.SN	55.45	AVG	54.79	AVG	54.79
12.SK	53.16	12.MS	53.88	AVG	55.39	11.LX	54.61	11.LX	54.61
AVG	53.03	13.TG	53.54	12.LO	55.31	12.UA	53.94	12.UA	53.94
13.SN	51.82	AVG	52.98	13.MS	55.26	13.ET	53.88	13.ET	53.88
14.ET	51.20	14.UA	51.67	14.AC	55.00	14.AC	53.84	14.AC	53.84
15.UA	51.14	15.AC	51.20	15.TG	54.80	15.LH	51.79	15.LH	51.79
16.LX	49.51	16.AV	51.01	16.UA	54.70	16.CA	48.45	16.CA	48.45
17.AC	49.26	17.LX	50.97	17.ET	54.69	17.TK	46.35	17.TK	46.35
18.MS	47.49	18.SK	49.91	18.SK	51.71	18.OS	38.43	18.OS	38.43
19.AV	46.96	19.SN	48.35	19.CA	51.61	19.AI	37.85	19.AI	37.85
20.CA	46.36	20.CA	42.68	20.LX	49.70	20.SA	36.34	20.SA	36.34
21.TP	42.67	21.AI	37.67	21.AV	47.74	21.TP	33.85	21.TP	33.85
22.AI	42.40	22.TP	37.13	22.AI	43.70	22.MS	30.13	22.MS	30.13
23.SA	35.89	23.SA	36.73	23.TP	35.67				
				24.SA	29.51				

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Cabin Comfort

(Short Haul)

Weighted Sample Size

Overall Cabin Satisfaction Index Benchmarking / Total Class –Short Haul (Q417-Q418)

Q417		Q118		Q218		Q318		Q418	
A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)	A/L	CSI(%)
1.JP	18.46	1.AV	71.75	1.O6	72.05	1.AV	72.98	1.AV	72.98
2.UA	13.76	2.ZH	71.59	2.AV	71.17	2.ZH	69.86	2.ZH	69.86
3.AI	12.02	3.NZ	70.78	3.BR	67.23	3.NZ	68.45	3.NZ	68.45
4.TP	11.53	4.O6	68.10	4.NZ	65.75	4.BR	68.09	4.BR	68.09
5.AC	10.79	5.BR	66.97	5.TK	63.37	5.O6	68.06	5.O6	68.06
6.OU	10.56	6.TK	63.11	6.NH	62.25	6.A3	63.85	6.A3	63.85
7.MS	10.42	7.CM	61.75	7.SQ	60.89	7.SQ	63.73	7.SQ	63.73
8.ET	9.75	8.CA	60.14	8.OZ	60.51	8.CM	62.53	8.CM	62.53
9.SA	8.62	9.A3	60.04	9.CA	60.30	9.TK	61.39	9.TK	61.39
10.OZ	8.61	10.LX	58.93	10.CM	59.94	10.NH	60.32	10.NH	60.32
11.CM	8.00	AVG	58.55	11.A3	59.68	AVG	59.54	AVG	59.54
12.OS	7.78	11.LO	58.19	AVG	59.24	11.CA	58.72	11.CA	58.72
13.LO	7.41	12.OZ	57.01	12.LX	58.61	12.LX	57.61	12.LX	57.61
14.TK	6.98	13.SQ	56.72	13.LH	57.49	13.TG	56.07	13.TG	56.07
15.SN	6.94	14.LH	56.16	14.SN	54.01	14.OZ	55.64	14.OZ	55.64
AVG	6.76	15.TG	55.92	15.ET	53.74	15.SA	53.32	15.SA	53.32
16.NH	6.61	16.NH	55.43	16.LO	53.43	16.AC	52.83	16.AC	52.83
17.SK	6.15	17.OS	55.40	17.OS	53.40	17.ET	50.03	17.ET	50.03
18.LX	5.79	18.ET	53.96	18.TG	53.18	18.LH	50.03	18.LH	50.03
19.TG	5.70	19.SA	53.11	19.SA	52.36	19.UA	49.99	19.UA	49.99
20.A3	4.98	20.UA	50.58	20.AC	51.53	20.OS	49.11	20.OS	49.11
21.AV	4.84	21.SN	50.52	21.OU	50.72	21.AI	48.91	21.AI	48.91
22.CA	4.72	22.SK	49.93	22.SK	49.65	22.OU	47.74	22.OU	47.74
23.SQ	4.58	23.MS	49.73	23.MS	45.87	23.SK	47.66	23.SK	47.66
24.LH	4.53	24.JP	49.48	24.AI	43.30	24.TP	45.90	24.TP	45.90
25.NZ	3.75	25.AC	48.30	25.TP	42.41	25.SN	44.51	25.SN	44.51
26.O6	3.66	26.TP	45.80	26.JP	41.22	26.LO	44.19	26.LO	44.19
27.ZH	2.10	27.AI	45.69			27.MS	43.75	27.MS	43.75
28.BR	1.97	28.OU	42.29			28.JP	31.73	28.JP	31.73

Baggage Handling (Total Class)

Overall Baggage Handling 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.JP	78.50	1.NZ	76.58	1.NZ	77.05	1.NZ	74.70	1.OS	78.11
2.NZ	77.46	2.BR	74.33	2.JP	75.08	2.ZH	72.63	2.ZH	76.65
3.UA	72.66	3.CM	72.76	3.BR	74.81	3.BR	71.89	3.NZ	75.82
4.ZH	72.15	4.SQ	71.53	4.ZH	74.40	4.CM	71.86	4.O6	74.14
5.BR	71.59	5.JP	70.84	5.CM	74.21	5.SQ	70.95	5.CM	73.68
6.SQ	71.56	6.OS	70.07	6.UA	73.27	6.OU	67.82	6.BR	73.46
7.OS	71.38	7.ZH	69.95	7.AV	72.18	7.UA	67.55	7.UA	72.55
8.CM	70.18	8.AV	69.80	8.SQ	72.16	8.CA	66.76	8.SQ	71.84
9.LX	69.62	9.OU	69.52	9.O6	70.37	9.O6	66.18	9.CA	70.99
10.CA	69.00	10.LO	68.50	10.LO	69.88	10.AV	65.69	10.AC	68.14
11.OU	68.17	11.O6	68.36	11.OU	68.90	11.SA	65.24	11.LX	68.14
12.AC	67.94	12.TK	67.93	12.CA	68.72	AVG	64.92	AVG	67.63
13.LO	67.31	13.UA	67.13	13.OS	68.02	12.NH	62.65	12.TK	65.25
AVG	67.15	14.LH	66.83	AVG	67.78	13.LH	62.27	13.AV	65.04
14.LH	67.13	AVG	65.44	14.LH	67.74	14.OZ	61.69	14.ET	64.11
15.A3	66.78	15.LX	65.00	15.OZ	66.43	15.A3	61.42	15.NH	64.08
16.O6	66.73	16.A3	64.26	16.LX	65.99	16.OS	61.33	16.OU	63.70
17.AV	66.15	17.CA	64.02	17.TK	65.89	17.TG	61.31	17.TP	62.86
18.TK	63.51	18.NH	61.64	18.AC	64.27	18.AI	61.20	18.LH	62.37
19.SA	63.45	19.SA	61.35	19.ET	63.92	19.TK	60.35	19.SA	62.29
20.OZ	63.27	20.AC	60.89	20.NH	63.62	20.LX	59.46	20.OZ	61.76
21.TP	62.85	21.OZ	60.88	21.A3	63.03	21.AC	59.38	21.A3	61.36
22.NH	62.58	22.TP	60.69	22.SK	62.75	22.SN	58.28	22.TG	61.17
23.MS	61.14	23.SK	58.21	23.SA	62.46	23.TP	57.36	23.SK	61.11
24.SK	61.13	24.TG	57.40	24.TP	60.02	24.ET	57.12	24.LO	59.45
25.ET	60.33	25.AI	57.10	25.SN	58.46	25.LO	56.63	25.MS	57.28
26.TG	59.74	26.ET	56.96	26.TG	57.78	26.SK	54.84	26.AI	56.93
27.SN	58.47	27.SN	56.39	27.AI	57.63	27.JP	52.74	27.SN	48.26
28.AI	57.23	28.MS	56.09	28.MS	54.47	28.MS	50.88		

Baggage Handling (Business Class)



Weighted Sample Size

Overall Baggage Handling 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.BR	79.70	1.BR	86.90	1.BR	81.87	1.BR	87.54	1.OS	91.84
2.SA	73.80	2.SQ	74.60	2.CM	76.98	2.AI	84.85	2.LH	88.53
3.SQ	73.23	3.AC	74.22	3.AV	76.89	3.SQ	73.65	3.BR	82.87
4.AC	71.98	4.OZ	70.85	4.SQ	74.46	4.NZ	71.99	4.NZ	74.52
5.NZ	71.35	5.CM	69.81	5.OZ	72.06	5.CM	69.45	5.SQ	73.79
6.LX	70.54	6.AI	68.50	6.NZ	71.36	6.AC	68.57	6.CM	69.58
7.UA	69.75	7.AV	66.92	7.SA	69.76	7.OZ	67.98	7.AC	69.56
8.OZ	68.23	8.NZ	66.75	AVG	67.69	AVG	64.43	8.UA	69.32
9.CM	66.07	9.LX	66.17	8.LH	66.91	8.OS	63.82	9.SA	69.30
AVG	65.83	AVG	65.22	9.NH	65.71	9.AV	63.58	10.OZ	69.30
10.OS	64.17	10.OS	64.86	10.AC	64.59	10.NH	63.32	AVG	68.74
11.CA	63.99	11.NH	63.80	11.OS	62.93	11.UA	63.13	11.LX	68.73
12.TP	63.49	12.UA	63.16	12.LX	61.62	12.TG	63.11	12.NH	67.95
13.TG	63.16	13.TK	62.54	13.A3	61.04	13.LX	62.64	13.ET	63.53
14.NH	62.94	14.LH	62.11	14.LO	60.52	14.SA	61.55	14.TG	63.36
15.TK	62.54	15.LO	62.10	15.UA	60.04	15.LH	54.51	15.TP	63.06
16.MS	61.96	16.TP	60.19	16.TG	59.96	16.TK	52.23	16.CA	62.08
17.LO	61.45	17.CA	59.67	17.TK	58.50	17.CA	48.69	17.AV	59.14
18.AI	61.42	18.TG	58.77	18.AI	57.81	18.A3	47.67	18.TK	57.86
19.LH	59.57	19.MS	58.48	19.ET	57.30	19.SK	45.47	19.SK	56.64
20.AV	58.02	20.SA	55.47	20.SK	57.09	20.MS	44.61	20.A3	50.49
21.SN	55.72	21.SK	55.46	21.CA	56.29	21.ET	43.35	21.AI	50.22
22.A3	55.10	22.A3	52.56	22.TP	53.77	22.TP	42.53		
23.SK	53.50	23.ET	50.68	23.MS	51.57				
24.ET	53.46	24.SN	45.53	24.SN	46.58				

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Baggage Handling

(Economy Class)

Weighted Sample Size

Overall Baggage Handling 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.JP	79.53	1.NZ	77.62	1.NZ	77.39	1.CM	73.13	1.OS	76.83
2.NZ	77.61	2.CM	74.26	2.JP	74.12	2.ZH	72.52	2.ZH	76.80
3.UA	73.02	3.JP	72.19	3.ZH	74.12	3.NZ	72.13	3.O6	76.37
4.CM	72.44	4.BR	71.09	4.UA	73.97	4.SQ	69.76	4.CM	75.89
5.OS	72.34	5.ZH	70.73	5.BR	73.31	5.UA	68.41	5.NZ	75.74
6.ZH	71.90	6.OS	70.73	6.CM	72.75	6.BR	68.07	6.CA	71.47
7.OU	69.89	7.OU	70.67	7.AV	71.45	7.OU	67.96	7.BR	71.30
8.SQ	69.76	8.SQ	70.32	8.SQ	71.12	8.CA	67.58	8.SQ	71.25
9.CA	69.55	9.AV	70.25	9.LO	71.08	9.O6	66.18	9.UA	71.23
10.BR	69.45	10.LO	68.67	10.OU	70.37	10.AV	66.07	10.LX	67.78
11.LX	69.34	11.O6	68.58	11.O6	70.37	11.SA	65.94	11.AC	67.49
12.LH	69.30	12.TK	68.29	12.CA	69.10	AVG	64.78	AVG	67.17
13.LO	67.54	13.LH	68.04	13.OS	68.63	12.LH	64.42	12.AV	65.98
14.AV	67.40	14.UA	67.17	14.LH	67.55	13.NH	61.95	13.TK	65.73
15.AC	67.19	AVG	65.38	AVG	67.53	14.A3	61.85	14.OU	65.59
AVG	67.10	15.A3	64.62	15.LX	66.87	15.OZ	61.32	15.ET	64.17
16.A3	67.09	16.LX	64.60	16.TK	66.46	16.OS	61.06	16.NH	63.13
17.O6	66.55	17.CA	64.39	17.OZ	66.09	17.TG	60.94	17.TP	62.83
18.TK	63.58	18.SA	62.45	18.ET	64.59	18.TK	60.89	18.SK	62.65
19.OZ	62.97	19.NH	61.03	19.AC	63.77	19.LX	59.25	19.A3	61.68
20.TP	62.77	20.TP	60.75	20.A3	63.08	20.TP	59.05	20.OZ	61.31
21.NH	62.33	21.OZ	60.25	21.SK	62.98	21.ET	58.63	21.SA	61.00
22.SK	61.77	22.SK	59.25	22.NH	62.60	22.AC	58.47	22.TG	60.76
23.SA	61.74	23.AC	59.23	23.SA	60.96	23.LO	56.99	23.LO	59.33
24.ET	61.12	24.ET	57.72	24.TP	60.74	24.SN	56.75	24.AI	58.48
25.MS	61.10	25.SN	57.31	25.SN	59.33	25.SK	55.89	25.MS	57.20
26.TG	58.99	26.TG	57.07	26.AI	57.59	26.AI	55.47	26.LH	54.34
27.SN	58.69	27.MS	55.60	27.TG	57.30	27.MS	52.28	27.SN	48.02
28.AI	56.13	28.AI	54.59	28.MS	55.10				

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COMMENT

Check-in

Gold Priority Check-in

Positive

- เจ้าหน้าที่บริการดี ยิ้มแย้มแจ่มใส
 - Separated row and fast in the process of Check-in (TG930/BKK-CDG/22-Oct-2018/ECONOMY CLASS)
 - รวดเร็วและพนักงานอธิบายและให้คำแนะนำดีมาก (TG634/NRT-BKK/29-Nov-2018/BUSINESS CLASS)

Check-in counter

Positive

- เจ้าหน้าที่บริการดี ยิ้มแย้มแจ่มใส
 - The smile that greeted you (TG557/SGN-BKK/21-Nov-2018/BUSINESS CLASS)
 - พนักงานยิ้มแย้มแจ่มใส ให้ความช่วยเหลือในการเช็คอินเป็นอย่างมาก (TG673/KIX-BKK/21-Nov-2018/ECONOMY CLASS)
 - รวดเร็ว พนักงานสุภาพ ทำงานคล่องและยิ้มสวย (TG658/BKK-ICN/16-Dec-2018/ECONOMY CLASS)

Check-in

Check-in counter

Negative

- พนักงานพุดจาไม่สุภาพ ไม่จัดที่นั่งให้ตามที่ต้องการ
 - As I have recently had knee surgery at check in I specifically requested an isle seat beside my wife so I can stretch and move about.. When we got on the plane we found we had been allocated two window seats in different rows - one behind the other. Fortunately I was able to swap with another passenger but we were not able to sit together which was extremely disappointing.
(TG491/BKK-AKL/12-Oct-2018/ECONOMY CLASS)
- เช็คอินเคาน์เตอร์น้อยเกินไป
 - คิวแถวเช็คอินยาวมากเป็นประจำ เพราะแถวยาวทุกรอบที่เดินทางกลับกับ TG621 แม้จะเช็คอินออนไลน์มาแล้ว ก็ต้องไป Drop กระเป๋าที่เคาน์เตอร์อยู่ดี แถวกี่ยาว (แต่น้อยกว่าแบบที่ไม่ได้เช็คอินออนไลน์มาก่อน) ควรเปิดเคาน์เตอร์เช็คอินเพิ่ม หรือไม่ก็เปิดให้เช็คอินเร็วขึ้น คนมาถึงสนามบินเร็วจะได้ทยอยเช็คอินก่อน อีกทางหนึ่งช่อง gold หรือ business class ถ้าวาง ก็ควรเรียกผู้โดยสารจาก economy ไปเช็คอินด้วยไม่ใช่ปล่อยให้ช่องว่างไว้อย่างไร รอรับเฉพาะ gold member หรือ business อย่างเดียว เข้าใจว่าต้องให้ priority gold หรือ business class ก่อน แต่ถ้าคิวว่าง ก็เรียก economy ไปทีละคนถ้า gold หรือ business มากก็ให้สิทธิ์เค้าก่อน ไม่ใช่ปล่อยให้ช่องว่างไว้อย่างไร (TG621/MNL-BKK/20-Oct-2018/ECONOMY CLASS)

Check-in Online

Positive

- ใช้งานง่าย สะดวก รวดเร็ว
 - ใช้งานง่าย มีข้อมูลที่ต้องบันทึกเป็นประโยชน์ต่อผู้ใช้บริการ (TG659/ICN-BKK/6-Oct-2018/BUSINESS CLASS)
 - quick and convenience (TG410/SIN-BKK/2-Nov-2018/ECONOMY CLASS)
 - Easy check in process (TG491/BKK-HKG/12-Nov-2018/ECONOMY CLASS)
 - สะดวกสบาย (TG491/BKK-HKG/9-Oct-2018/ECONOMY CLASS)

Negative

- ใช้งานยาก, เลือกที่นั่งไม่ได้, ออก boarding ไม่ได้
 - Can not book my seat (TG413/BKK-SIN/13-Nov-2018/ECONOMY CLASS)
 - You can't actually receive boarding passes when you check in online. (TG466/MEL-BKK/19-Nov-2018/ECONOMY CLASS)

Lounge

LOUNGE

Positive

- อาหารอร่อย และเครื่องดื่มหลากหลาย ห้องรับรองสะอาด บริหารจัดการดี
 - Variety of foods and drink. Lovely! (TG961/ARN-BKK/01-Dec-2018/BUSINESS CLASS)
- พนักงานบริการดี
 - Very nice and service minded personnel. (TG962/BKK-ARN/08-Dec-2018/BUSINESS CLASS)

Negative

- ห้องรับรองเล็ก ไม่มีห้องอาบน้ำ เก้าอี้ไม่ได้รับการปรับปรุง ไม่สะดวกสบาย ห้องน้ำไม่สะอาด
 - Old and not comfortable.(TG615/PEK-BKK/21-Oct-2018/BUSINESS CLASS)
 - The lounge was not clean (TG642/BKK-NRT/08-Dec-2018/BUSINESS CLASS)

BOARDING

Boarding

Positive

- พนักงานใส่ใจให้บริการดี ทำงานรวดเร็ว มีความเป็นมืออาชีพ
 - พนักงานสุภาพน่ารักมากก(TG103/CNX-BKK/07-Oct-2018/ECONOMY CLASS)
 - พนักงานมีอัธยาศัยดี (TG110/BKK-CNX/08-Nov-2018/ECONOMY CLASS)
 - การแนะนำ และช่วยเหลือที่สุภาพของพนักงานคะ
(TG960/BKK-ARN/04-Dec-2018/BUSINESS CLASS)
 - พนักงานให้บริการรวดเร็ว (TG408/SIN-BKK/03-Dec-2018/ECONOMY CLASS)
 - การจัดระเบียบเข้าสู่ชั้นผู้โดยสารตามแถวที่นั่งทำให้ผู้โดยสารได้รับความสะดวก
เจ้าหน้าที่เช็คอินที่ counter ได้ให้บริการและอธิบาย รวมทั้งประสานงาน
(TG677/NRT-BKK/14-Dec-2018/ECONOMY CLASS)

BOARDING

Boarding

Negative

- พนักงานไม่ยิ้มแย้ม ไม่เต็มใจให้บริการ
 - staff were rude, seemed to be confused about what they were doing
(TG483/BKK-PER/13-Dec-201/ECONOMY CLASS)
- ไม่มีการจัดลำดับการขึ้นเครื่อง
 - การปล่อยผู้โดยสารขึ้นเครื่องมีความมั่ววามากๆ ต่อให้ประกาศให้ผู้โดยสารขึ้นตามเลขที่นั่งก็ตาม แต่ก็มี การปล่อยให้ผู้โดยสารที่ตัวเลขที่นั่งไม่ได้รับอนุญาตในการปล่อยขึ้นเครื่องนั้นๆ ขึ้นเครื่องไปได้เลย จึงทำให้เกิดการโกลาหลระหว่างผู้โดยสารมากๆ.
(TG682/BKK-HAN/01-Nov-2018/ECONOMY CLASS)
 - Difficult to know where to go in gate and when different rows were being called.
(TG461/BKK-MEL/05-Nov-201/ECONOMY CLASS)

CABIN CREW

Positive

- การให้บริการที่ดี ช่วยเหลือผู้โดยสาร ยิ้มแย้มแจ่มใส ใส่ใจผู้โดยสาร
 - ความใส่ใจในทุกรายละเอียดของการให้บริการของพนักงานต้อนรับหญิงที่ดูแลบนเครื่องบินตลอดการเดินทาง (TG974/BKK-DME/20-Oct-2018/BUSINESS CLASS)
 - การสอบถามความต้องการ และสรรหาสิ่งต้องการมาให้ การบริการที่สุภาพ และใส่ใจ (TG925/MUC-BKK/05-Nov-2018/BUSINESS CLASS)
 - ให้บริการอาหารและเครื่องดื่มตามที่ร้องขอ สุภาพเป็นกันเอง (TG640/BKK-NRT/09-Dec-2018/BUSINESS CLASS)

Negative

- พนักงานไม่สนใจให้บริการ พนักงานพูดคุยส่วนตัวเสียงดัง
 - ไม่มีการดูแลเอาใจใส่ลูกค้า ไม่มีความอ่อนน้อมต่อลูกค้า การบริการที่ไม่ได้รับตามมาตรฐานสายการบินชั้นนำของโลก การแสดงทางสีหน้าบ่งบอกถึงความไม่พร้อมที่จะบริการลูกค้า (TG212/HKT-BKK/07-Oct-2018/ECONOMY CLASS)

CABIN COMFORT

Positive

- เครื่องบินใหม่ สะอาด
 - ที่นั่ง ความสะอาด. กันเอง (TG629/HKG-BKK/02-Dec-2018/BUSINESS CLASS)
 - สะอาด (TG483/BKK-PER/18-Oct-2018/ECONOMY CLASS)

Negative

- เครื่องบินเก่า พื้นที่วางของน้อย อากาศร้อน แอร์ไม่เย็น สกปรก ห้องโดยสารเก่า
 - ภายในเครื่องบิน ความเย็นไม่พอ ร้อน ทั้งขาไปและขากลับ ควรให้พนักงานเช็คความเหมาะสมของอากาศภายในเครื่องบินด้วย (TG649/FUK-BKK/06-Oct-2018/ECONOMY CLASS)
 - Cleanliness of foldable table. It still had a lot of food from previous flight smeared all over it! (TG917/LHR-BKK/09-Oct-2018/ECONOMY CLASS)
 - old plane, not well equipped with modern personal TV screen. It is obsolete. Seat recliner was poor. (TG349/BKK-IST/20-Oct-2018/ECONOMY CLASS)

FOOD & BEVERAGES

Positive

- อาหารอร่อย และเครื่องดื่มมีคุณภาพ
 - แกงเขียวหวานกุ้งรสชาติดี (TG404/SIN-BKK/21-Oct-2018/ECONOMY CLASS)
 - Good wine list and quality food (TG473/BKK-BNE/18-Nov-2018/BUSINESS CLASS)
 - อาหารร้อน รสชาติดี สะอาด (TG923/FRA-BKK/03-Nov-2018/ECONOMY CLASS)

Negative

- อาหารไม่อร่อย อาหารไม่สด หน้าตาอาหารไม่น่ากิน อาหารน้อยเกินไป
 - อาหารไม่สด มีกลิ่นคาว และมีรสชาติเค็มมาก (TG671/CTS-BKK/22-Oct-2018/ECONOMY CLASS)
 - รสชาติและหน้าตาของอาหาร เห็นแล้วกินไม่ลง (TG639/HKG-BKK/23-Oct-2018/ECONOMY CLASS)
 - ปริมาณอาหารน้อยเมื่อเทียบกับกลับเที่ยวบินจากโตเกียวกลับกรุงเทพ (TG676/BKK-NRT/16-Dec-2018/BUSINESS CLASS)
 - The choice of Indian Vegetarian meal could be better, especially the Paneer dish.. Being a frequent traveler of Thai airways, I get to eat the same meal on every Thai flight I fly. . It is kind if boring.. like you change the movie every month, pls change the food too.. also add some South Indian dish option to the menu. (TG621/MNL-BKK/17-Nov-2018/ECONOMY CLASS)

IFE

Positive

- มีความหลากหลายของภาพยนตร์ เกมส์ หนังสืออัพเดท
 - หนังสือทันสมัย เสียงดี (TG917/LHR-BKK/21-Nov-2018/ECONOMY CLASS)
 - I enjoyed the selection of movies and tv shows, as well as the information section. (TG628/BKK-HKG/23-Oct-2018/ECONOMY CLASS)
 - Good service and Good movie or game. (TG960/BKK-ARN/21-Nov-2018/ECONOMY CLASS)
- จอใหญ่ ภาพคมชัด
 - จอใหญ่ ภาพคมชัด มีหนังใหม่ๆให้ดู (TG945/FCO-BKK/08-Oct-2018/ECONOMY CLASS)

Negative

- ภาพยนตร์เก่า จอทีวีคุณภาพไม่ดีเก่า ระบบทำงานช้ามาก
 - Poor and very often outdated selection of the inflight entertainment (music). (TG930/BKK-CDG/04-Oct-2018/ECONOMY CLASS)
 - Too old movies and music (TG954/BKK-OSL/26-Nov-2018/ECONOMY CLASS)
 - Monitor is so small and not low resolution (TG325/BKK-BLR/06-Oct-2018/ECONOMY CLASS)

BAGGAGE HANDLING

Positive

- บริการรวดเร็ว ไม่ต้องรอนาน สัมภาระไม่เสียหาย
 - ได้รับกระเป๋าเร็ว และอยู่ในสภาพดี (TG970/BKK-ZRH/18-Oct-2018/ECONOMY CLASS)
 - ความรวดเร็ว ไม่ต้องรอกระเป๋านานเกินไป (TG338/MAA-BKK/15-Nov-2018/ECONOMY CLASS)
 - No waiting time for baggage...very fast.
(TG556/BKK-SGN/29-Nov-2018/ECONOMY CLASS)

Negative

- กระเป๋าเสียหาย ไม่มาตาม priority
 - กระเป๋าสัมภาระของ silver แม้จะติด tag priority (สีม่วง) ก็ไม่มีประโยชน์อะไรเลย มาช้ากว่า หรือเท่ากับผู้โดยสารปกติอื่น ๆ เป็นประจำ อย่างนี้ไม่ต้องติด tag priority สีม่วง ให้ตอนเช็คอินของ silver member ก็ได้คือรับได้กับการที่กระเป๋า มาเท่ากับผู้โดยสารอื่น ๆ ปกติที่ไม่ติด tag แต่แค่ไม่เข้าใจว่า จะติด tag priority สีม่วงไปทำไม ในเมื่อก็ได้กระเป๋าพร้อมคนอื่นกระเป๋าโดยสารที่ติด tag แล้วได้เร็วจริง เป็นเฉพาะ tag สีส้ม ของชั้น gold หรือ ตัว business อัฟเท่านั้น
(TG621/MNL-BKK/20-Oct-2018/ECONOMY CLASS)

Contact Point

Any questions/assistance, please contact :

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