



Mr Lee Seow Hiang, CEO of Changi Airport Group (right) receiving the Skytrax World's Best Airport Award from Mr Edward Plaisted, CEO of Skytrax (left)

Mar 28, 2019 06:25 +08

Changi Airport is named the World's Best Airport for the seventh consecutive year by international air travellers

Changi Airport Singapore achieved great success at the 2019 World Airport Awards, being voted by air travellers as the World's Best Airport for the seventh consecutive year. This is the 10th time in the 20 year history of the World Airport Awards that Changi Airport Singapore has been named the World's Best Airport.

Changi Airport was also the repeat winner of the award for the Best Airport Leisure Amenities. The awards were held at Passenger Terminal EXPO in London, United Kingdom on 27th March 2019.

The top 10 rankings for the World's Best Airport Award in 2019:

1. Singapore Changi Airport
2. Tokyo International Airport (Haneda)
3. Incheon International Airport
4. Hamad International Airport(Doha)
5. Hong Kong International Airport
6. Central Japan International Airport
7. Munich Airport
8. London Heathrow Airport
9. Narita International Airport
10. Zurich Airport

Mr Lee Seow Hiang, Chief Executive Officer of Changi Airport Group said: "Changi Airport is honoured to be named World's Best Airport. This achievement was made possible by the strong support from our airport partners. At Changi, we are fortunate to have a large community of immensely dedicated and passionate airport workers who strive to deliver the best experiences to our passengers every single day.

We thank our passengers for their continued support. Their vote of confidence motivates us in our pursuit of service excellence and pushes us to continue redefining what an airport can be. As we launch our newest icon Jewel Changi Airport next month (April 2019), we look forward to sharing

with passengers and airport visitors the unique Changi Experience in a new way, with an expanded range of world-class facilities, offerings and experiences.”

Mr Edward Plaisted, CEO of Skytrax said: “To be voted the World’s Best Airport for the seventh consecutive year is a truly fabulous achievement for Changi Airport, and this award continues to underline the airport’s popularity with international air travellers. Changi Airport is very focussed on continually improving the customer’s airport experience and innovating with new product and service features. The opening of Jewel Changi Airport in April 2019 looks set to add another unique dimension to the experience for Changi Airport customers. Winning this award as the World’s Best Airport is a very clear recognition of the team effort amongst all staff at the airport who contribute to Changi Airport’s success.”

Changi Airport also won the awards for the World’s Best Airport Leisure Amenities, and the Best Airport in Asia.

THE WORLD AIRPORT AWARDS

The World Airport Awards are the most prestigious accolades for the airport industry, voted by customers in the largest, annual global airport customer satisfaction survey. They are regarded as the quality benchmark for the world airport industry, assessing customer service and facilities across over 550 airports. The survey and awards are independent of any airport control or input.

The Awards are based on 13.5 million survey questionnaires completed by over 100 nationalities of airport customers during the 6-month survey period. The survey evaluated the customer experience across airport service and product key performance indicators - from check-in, arrivals, transfers, shopping, security / immigration through to departure at the gate.

<http://www.worldairportawards.com>

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG)

(www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport is the world's seventh busiest airport for international traffic, managing a record 65.6 million passenger movements in 2018. Changi Airport has 400 retail and service stores, as well as 140 F&B outlets. With over 100 airlines providing connectivity to 400 cities worldwide, Changi Airport handles about 7,400 flights every week, or about one every 80 seconds.