

THE 2014 WORLD AIRLINE AWARDS

The World Airline Awards were held today in front of a packed audience of highest profile airline industry leaders at Farnborough International Airshow. Staged in the historic Wind Tunnel venue at the Airshow, the global respect for these awards was demonstrated by a record attendance of airlines from around the world.

ABOUT THE 2014 AWARDS

The World Airline Awards are regarded as a benchmark of Passenger Satisfaction levels of airlines throughout the world - delivering a unique survey format based on analysis of business and leisure travellers, across all cabin travel types (First, Business, Premium Economy and Economy class passengers). The World Airline Awards are not subscriber based or a profit-driven award programme. The survey transparency and global survey coverage distinguish the awards as a most prestigious and respected quality recognition for the world airline industry.

THE 2014 AWARDS SURVEY

The World Airline Customer Survey operated between August 2013 and May 2014, during which time 18.85 million customer surveys were completed. The Survey covers full-service and low-cost airlines. More than 105 nationalities participated in the survey, covering over 245 airlines, from large international airlines to smaller domestic carriers. The surveys measure standards across 41 key performance indicators of airline front-line product and service.

Summary headline results from the Awards are listed in this press release.

THE WORLD'S BEST 20 AIRLINES - 2014

- 1 Cathay Pacific Airways
- 2 Qatar Airways
- 3 Singapore Airlines
- 4 Emirates
- 5 Turkish Airlines
- 6 ANA All Nippon Airways
- 7 Garuda Indonesia
- 8 Asiana Airlines
- 9 Etihad Airways
- 10 Lufthansa
- 11 Qantas Airways
- 12 EVA Air
- 13 Swiss
- 14 Thai Airways
- 15 Virgin Australia
- 16 Air New Zealand
- 17 British Airways
- 18 Malaysia Airlines
- 19 Hainan Airlines
- 20 Bangkok Airways



THE WORLD'S BEST LOW-COST AIRLINES

- 1 AirAsia
- 2 AirAsiaX
- 3 Norwegian
- 4 Jetstar Airways
- 5 Indigo
- 6 easyJet
- 7 WestJet
- 8 Virgin America
- 9 Jetstar Asia
- 10 Scoot

THE WORLD'S BEST AIRLINE CABIN CREW

- 1 Garuda Indonesia
- 2 Cathay Pacific Airways
- 3 Singapore Airlines
- 4 Asiana Airlines
- 5 Malaysia Airlines
- 6 Qatar Airways
- 7 EVA Air
- 8 ANA All Nippon Airways
- 9 Thai Airways
- 10 Hainan Airlines

THE WORLD'S BEST REGIONAL AIRLINES

- 1 Bangkok Airways
- 2 Dragonair
- 3 Aegean Airlines
- 4 SilkAir
- 5 Porter Airlines
- 6 Copa Airlines
- 7 jetBlue Airways
- 8 Tianjin Airlines
- 9 Alaska Airlines
- 10 Shenzhen Airlines

THE WORLD'S BEST AIRLINE INFLIGHT ENTERTAINMENT

- 1 Emirates
- 2 Singapore Airlines
- 3 Turkish Airlines
- 4 Qantas Airways
- 5 Cathay Pacific Airways
- 6 Virgin Atlantic
- 7 Qatar Airways
- 8 Air New Zealand
- 9 Virgin Australia
- 10 Etihad Airways

THE WORLD'S BEST AIRLINES IN FIRST CLASS

- 1 Singapore Airlines
- 2 ANA All Nippon Airways
- 3 Etihad Airways
- 4 Cathay Pacific Airways
- 5 Emirates
- 6 Lufthansa
- 7 Qantas Airways
- 8 Qatar Airways
- 9 Garuda Indonesia
- 10 Japan Airlines

THE WORLD'S BEST AIRLINES IN BUSINESS CLASS

- 1 Qatar Airways
- 2 Cathay Pacific Airways
- 3 Singapore Airlines
- 4 Oman Air
- 5 Turkish Airlines
- 6 Qantas Airways
- 7 Etihad Airways
- 8 Garuda Indonesia
- 9 Emirates
- 10 Hainan Airlines

THE WORLD'S BEST AIRLINES IN ECONOMY CLASS

- 1 Asiana Airlines
- 2 Garuda Indonesia
- 3 Turkish Airlines
- 4 Qatar Airways
- 5 Cathay Pacific Airways
- 6 Singapore Airlines
- 7 EVA Air
- 8 Oman Air
- 9 Emirates
- 10 Thai Airways

THE WORLD'S BEST FIRST CLASS AIRLINE LOUNGES

- 1 Air France
- 2 Lufthansa
- 3 Cathay Pacific Airways
- 4 Etihad Airways
- 5 Thai Airways
- 6 Qatar Airways
- 7 British Airways
- 8 Emirates
- 9 Qantas Airways
- 10 Singapore Airlines

THE WORLD'S BEST BUSINESS CLASS AIRLINE LOUNGES

- 1 Qatar Airways
- 2 Turkish Airlines
- 3 Cathay Pacific Airways
- 4 Qantas Airways
- 5 British Airways
- 6 EVA Air
- 7 Virgin Atlantic
- 8 Etihad Airways
- 9 Emirates
- 10 Singapore Airlines

FOR FURTHER INFORMATION, PLEASE CONTACT:

Mr Peter Miller,
Director Marketing
Skytrax
T: + 44 207 016 2197
E: miller@airlinequality.com