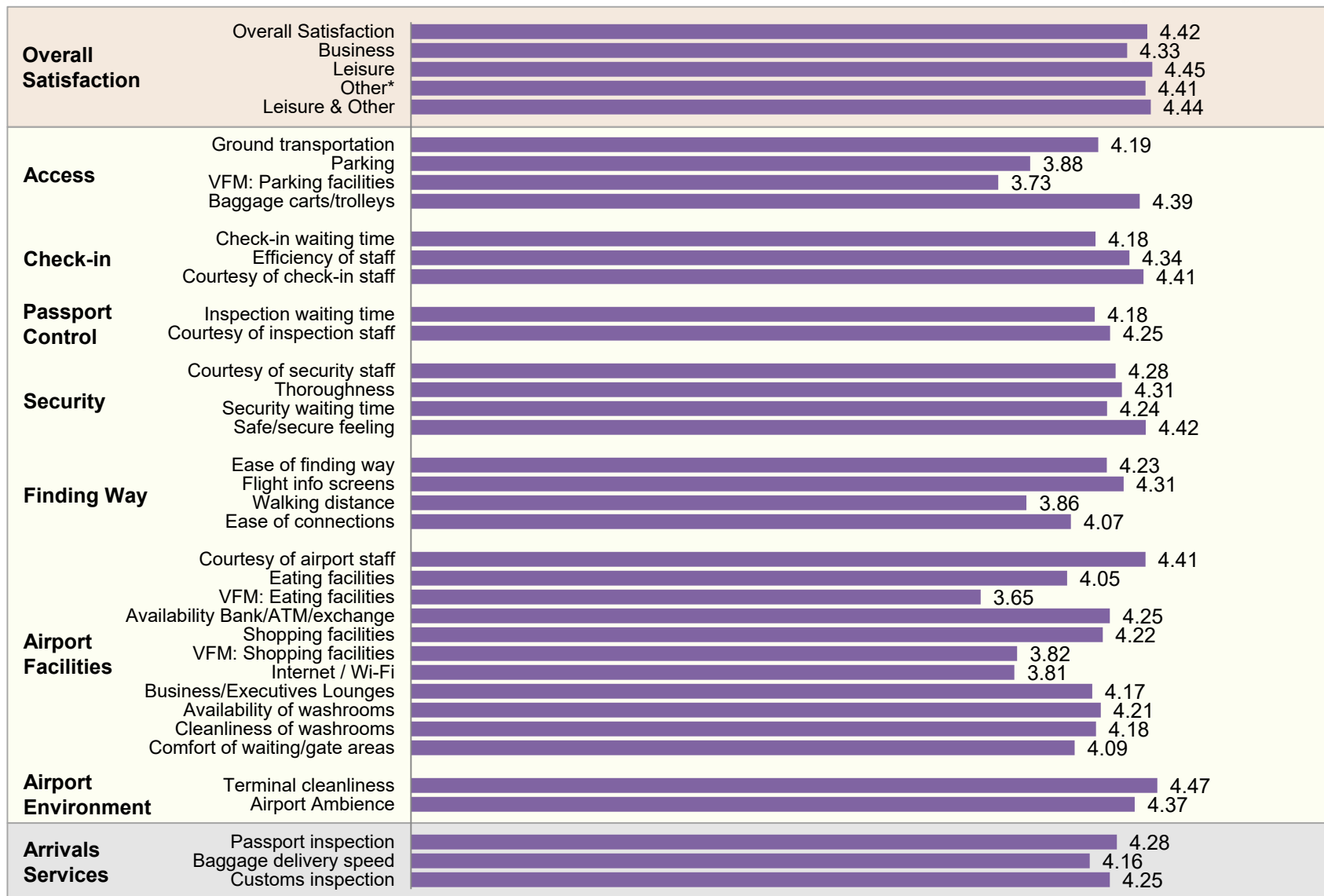


# BKK – Airport Performance

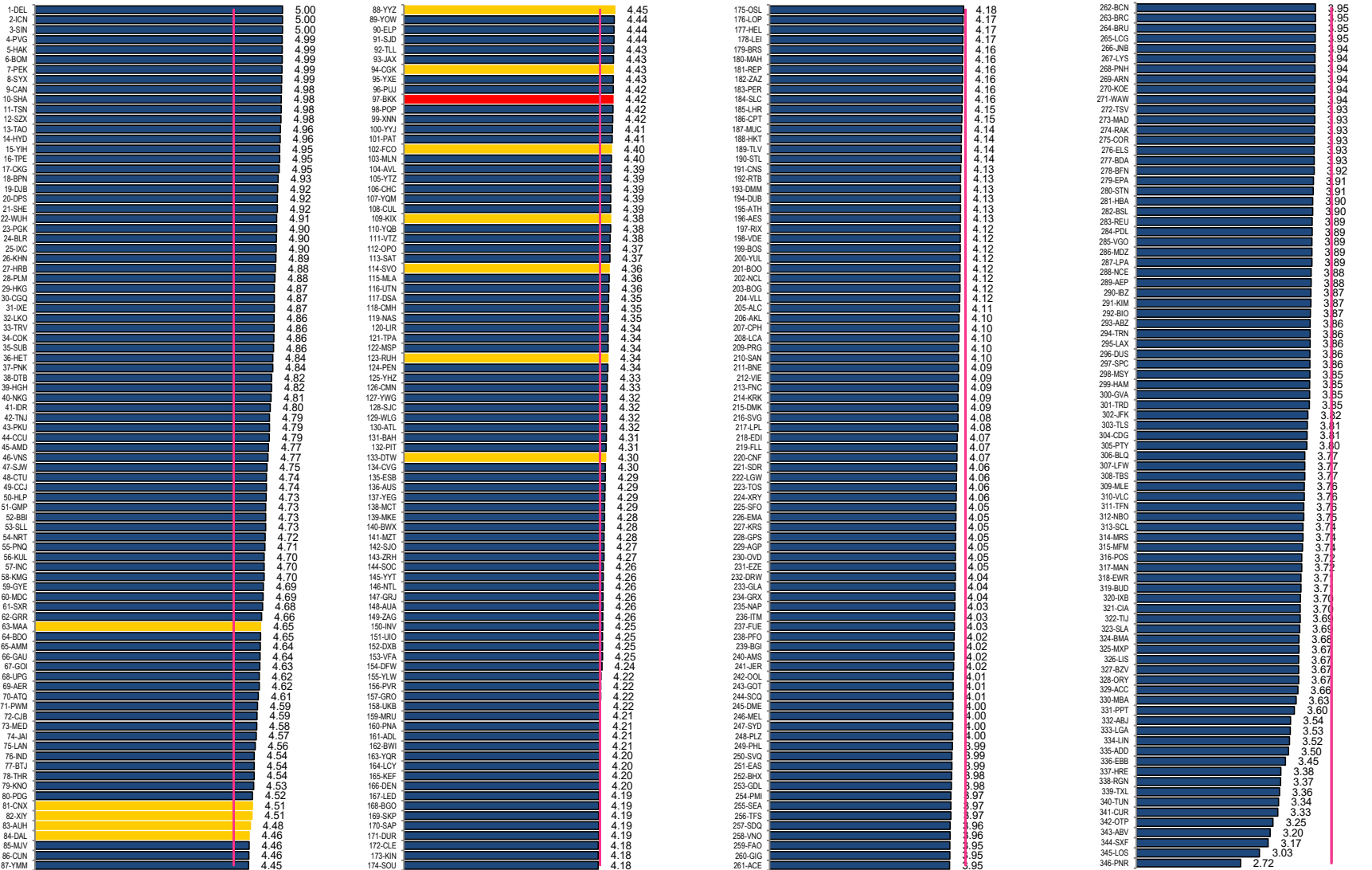
## Focus on 2018 – Mean Scores by Rated Item



\* Other may include Education, Family visit, Religious events, etc.

# Global Benchmark: Ranking of All Participants

## Total Traffic – Overall Satisfaction – Total



Average  
4.21

Average  
4.21

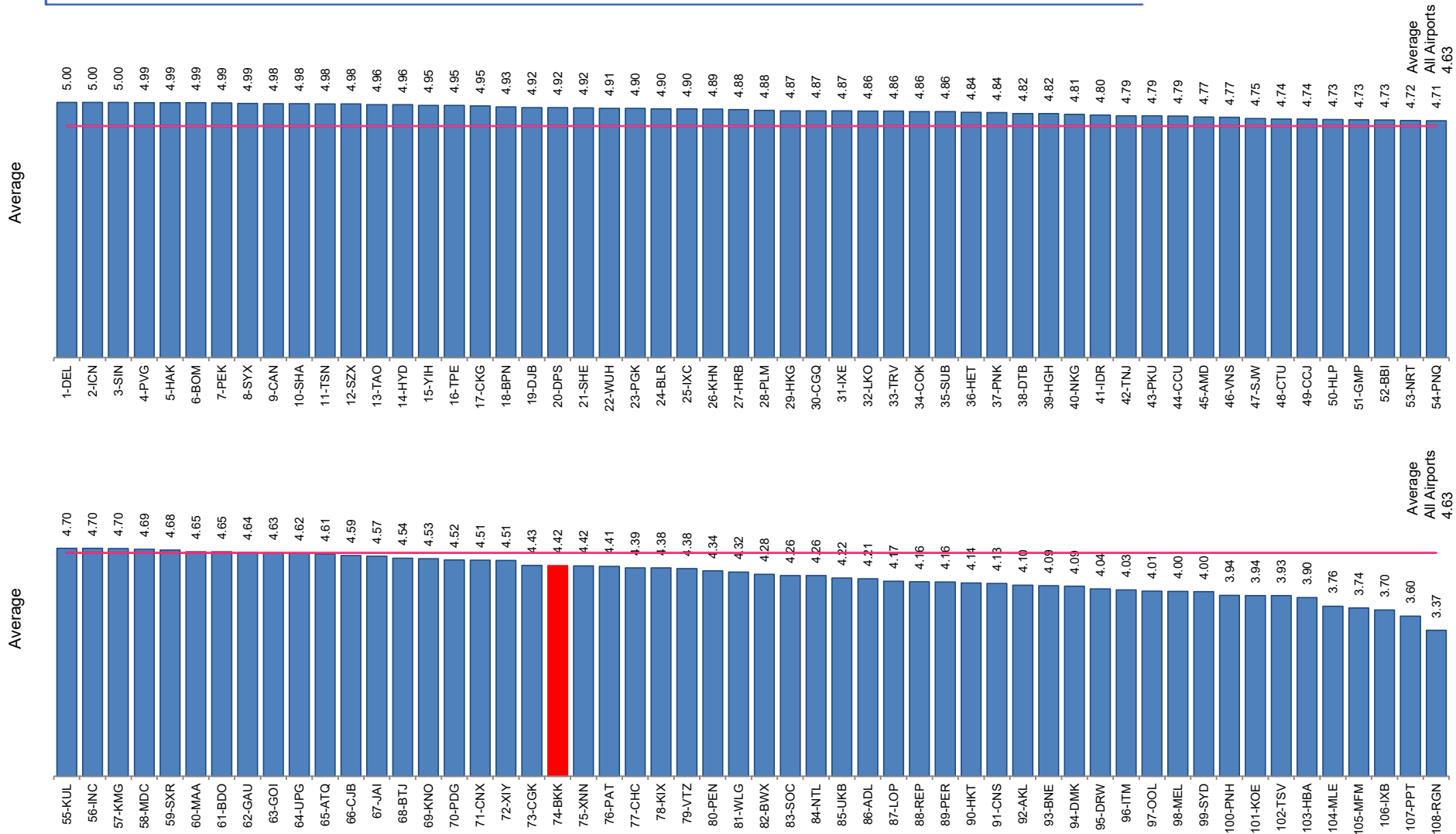
Average  
4.21

Average  
4.21

BKK - Red, Custom Panel - Orange

# BKK – Ranking Within Asia Pacific

## Overall Satisfaction – Total



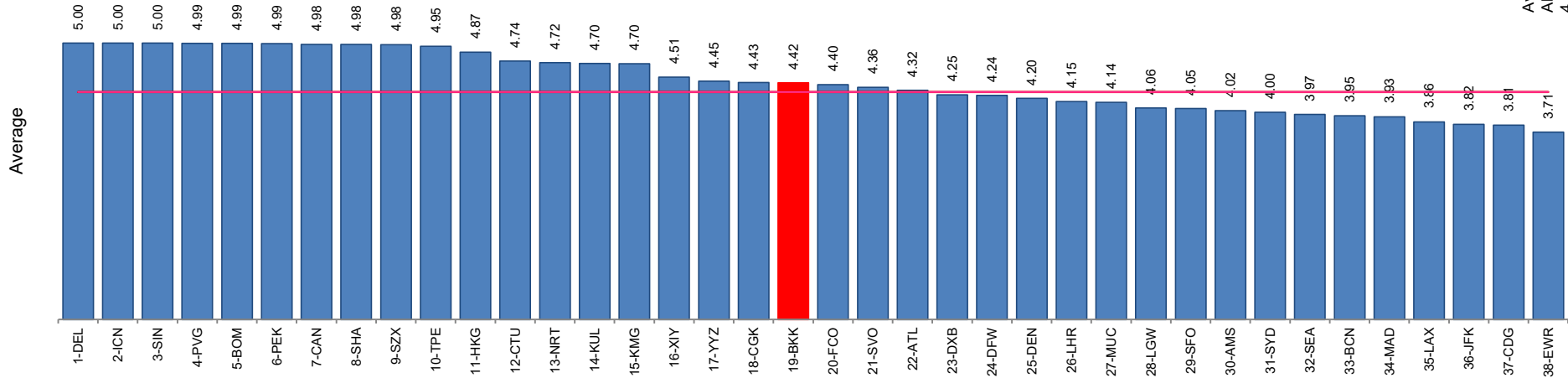
Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

# BKK – Ranking Among Airports of >40M

## Overall Satisfaction – Total



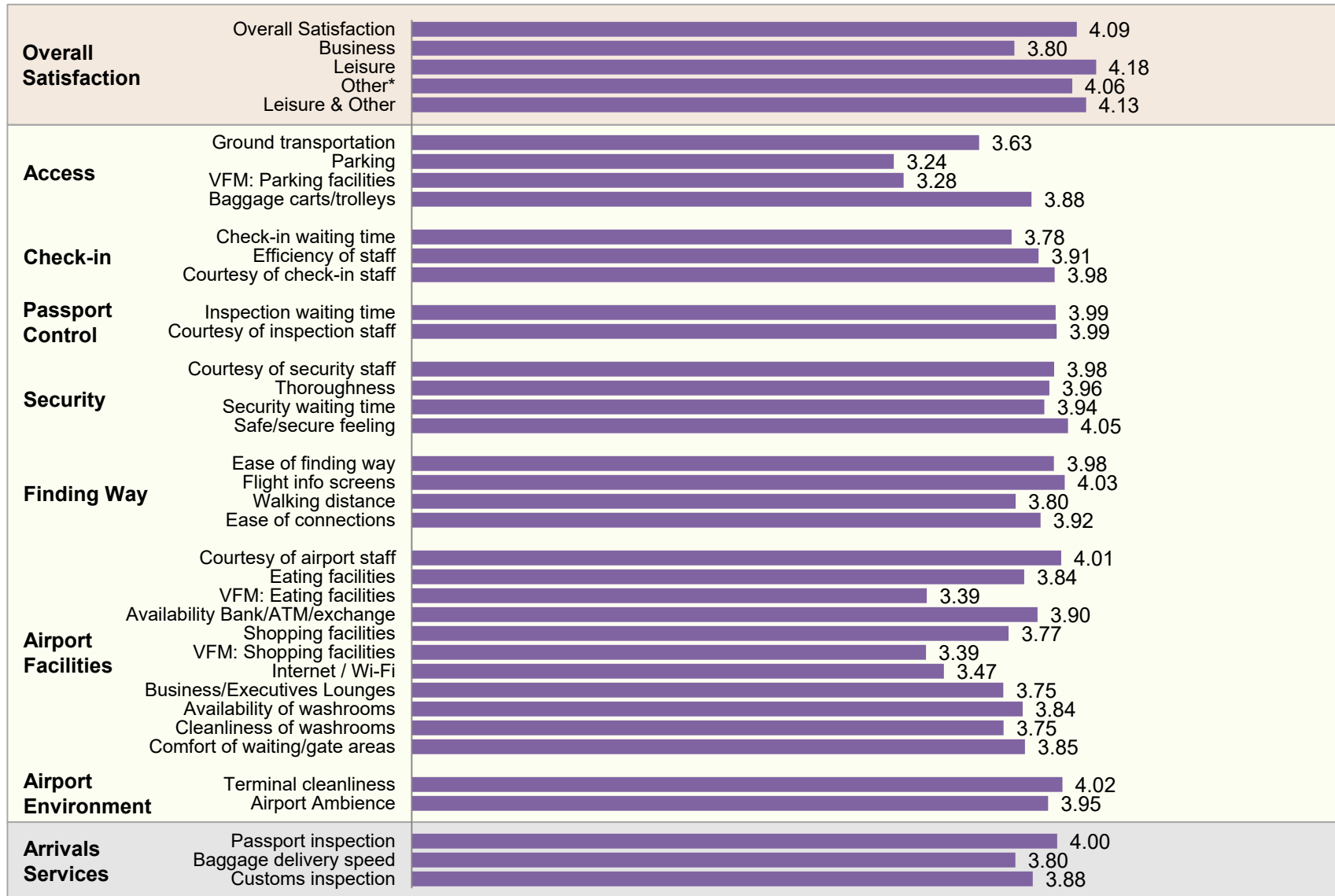
Average All Airports  
4.29



Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

# DMK – Airport Performance

## Focus on 2018 – Mean Scores by Rated Item



\* Other may include Education, Family visit, Religious events, etc.

# Global Benchmark: Ranking of All Participants

## Total Traffic – Overall Satisfaction – Total



1-DEL	5.00
2-ICN	5.00
3-SIN	5.00
4-PVG	4.99
5-HAK	4.99
6-BOM	4.99
7-PEK	4.99
8-SYX	4.99
9-CAN	4.98
10-SHA	4.98
11-TSN	4.98
12-SZX	4.98
13-TAO	4.96
14-HYD	4.96
15-YIH	4.95
16-TPE	4.95
17-CKG	4.95
18-BPN	4.93
19-DJB	4.92
20-DPS	4.92
21-SHE	4.92
22-WUH	4.91
23-PKG	4.90
24-BLR	4.90
25-ICK	4.90
26-KHN	4.89
27-HRB	4.88
28-PLM	4.88
29-HKG	4.87
30-CCO	4.87
31-JXE	4.87
32-LKO	4.86
33-TRV	4.86
34-CDK	4.86
35-SJB	4.86
36-HET	4.84
37-PNK	4.84
38-DTB	4.82
39-HGH	4.82
40-NKG	4.81
41-DR	4.80
42-TJU	4.79
43-PKU	4.79
44-CCU	4.79
45-AMD	4.77
46-VNS	4.77
47-SJM	4.75
48-CTU	4.74
49-CCJ	4.74
50-HLP	4.73
51-GMP	4.73
52-BBI	4.73
53-SLL	4.73
54-NRT	4.72
55-PNO	4.71
56-KUL	4.70
57-INC	4.70
58-MKS	4.70
59-GYE	4.69
60-MDC	4.69
61-SAR	4.68
62-GRR	4.66
63-MAA	4.65
64-BDO	4.65
65-AMM	4.64
66-GAU	4.64
67-GOI	4.63
68-LPG	4.62
69-AER	4.62
70-KTO	4.61
71-FMM	4.59
72-CJB	4.59
73-MED	4.58
74-JAI	4.57
75-LAN	4.56
76-IND	4.54
77-BTU	4.54
78-THR	4.54
79-KNO	4.53
80-PDS	4.52
81-CNK	4.51
82-XYI	4.51
83-ALH	4.48
84-DAL	4.48
85-MWJ	4.46
86-CUN	4.46
87-YMM	4.45

Average  
4.21

88-YYZ	4.45
89-YOW	4.44
90-ATL	4.44
91-SJD	4.44
92-TLL	4.43
93-JAX	4.43
94-CDK	4.43
95-YXE	4.43
96-PUJ	4.42
97-BKK	4.42
98-POP	4.42
99-NNN	4.42
100-YYU	4.41
101-PAT	4.41
102-FCO	4.40
103-MNL	4.40
104-VAL	4.39
105-YTZ	4.39
106-CHC	4.39
107-YQM	4.39
108-CUL	4.39
109-KIX	4.38
110-YQB	4.38
111-VTZ	4.38
112-OPD	4.37
113-GAT	4.37
114-SVO	4.36
115-MLA	4.36
116-UTN	4.36
117-DSY	4.35
118-CMH	4.35
119-NAS	4.35
120-LIR	4.34
121-TPA	4.34
122-MSP	4.34
123-RUH	4.34
124-PEN	4.34
125-YHZ	4.33
126-DMN	4.33
127-YWG	4.32
128-SJC	4.32
129-WLG	4.32
130-ATL	4.32
131-BAH	4.31
132-PTI	4.31
133-DTW	4.30
134-CVG	4.30
135-EWR	4.29
136-AUS	4.29
137-YEG	4.29
138-MCT	4.29
139-MKE	4.28
140-BHX	4.28
141-MZT	4.28
142-SJO	4.27
143-ZRH	4.27
144-SOC	4.26
145-YTY	4.26
146-NTL	4.26
147-GRU	4.26
148-AJA	4.26
149-DAG	4.26
150-INV	4.25
151-UIO	4.25
152-DBX	4.25
153-VFA	4.25
154-DFW	4.24
155-YLW	4.22
156-PVR	4.22
157-GRO	4.22
158-LKB	4.22
159-MRU	4.21
160-PNA	4.21
161-ADL	4.21
162-BWI	4.21
163-YOR	4.20
164-LCY	4.20
165-KEF	4.20
166-DEN	4.20
167-LEO	4.19
168-BGO	4.19
169-SKP	4.19
170-SAP	4.19
171-DUR	4.19
172-CLE	4.18
173-KIN	4.18
174-SOU	4.18

Average  
4.21

175-OSL	4.18
176-LOP	4.17
177-HEL	4.17
178-LEI	4.17
179-BRS	4.16
180-MAH	4.16
181-REP	4.16
182-ZAZ	4.16
183-PER	4.16
184-SLC	4.16
185-LHR	4.15
186-CPY	4.15
187-MUC	4.14
188-HKT	4.14
189-TLV	4.14
190-STL	4.14
191-CNS	4.13
192-RTB	4.13
193-DMM	4.13
194-DUB	4.13
195-ATH	4.13
196-AES	4.13
197-RIX	4.12
198-VDE	4.12
199-BOS	4.12
200-VUL	4.12
201-BOO	4.12
202-NCL	4.12
203-BOG	4.12
204-MLL	4.12
205-ALC	4.11
206-AKL	4.10
207-CPH	4.10
208-LCA	4.10
209-PNG	4.10
210-SAN	4.10
211-BNE	4.09
212-VIE	4.09
213-FNC	4.09
214-KRK	4.09
215-DMK	4.09
216-SVG	4.08
217-LPL	4.08
218-EDI	4.07
219-FLL	4.07
220-CNF	4.07
221-SDR	4.06
222-LGW	4.06
223-TOS	4.06
224-XRY	4.06
225-SFO	4.05
226-EMA	4.05
227-KRS	4.05
228-GPS	4.05
229-AGP	4.05
230-OVD	4.05
231-EZE	4.05
232-DRW	4.04
233-GLA	4.04
234-GRX	4.04
235-NAP	4.03
236-FIM	4.03
237-FUE	4.03
238-PFO	4.02
239-BGI	4.02
240-AMS	4.02
241-ER	4.02
242-OOO	4.01
243-GOT	4.01
244-SQO	4.01
245-DME	4.00
246-MEL	4.00
247-SYD	4.00
248-PLZ	4.00
249-PHL	3.99
250-SVO	3.99
251-EAS	3.99
252-BHX	3.98
253-GDL	3.98
254-FMI	3.97
255-SEA	3.97
256-TFS	3.97
257-SQO	3.96
258-VNO	3.96
259-FAO	3.95
260-GIG	3.95
261-ACE	3.95

Average  
4.21

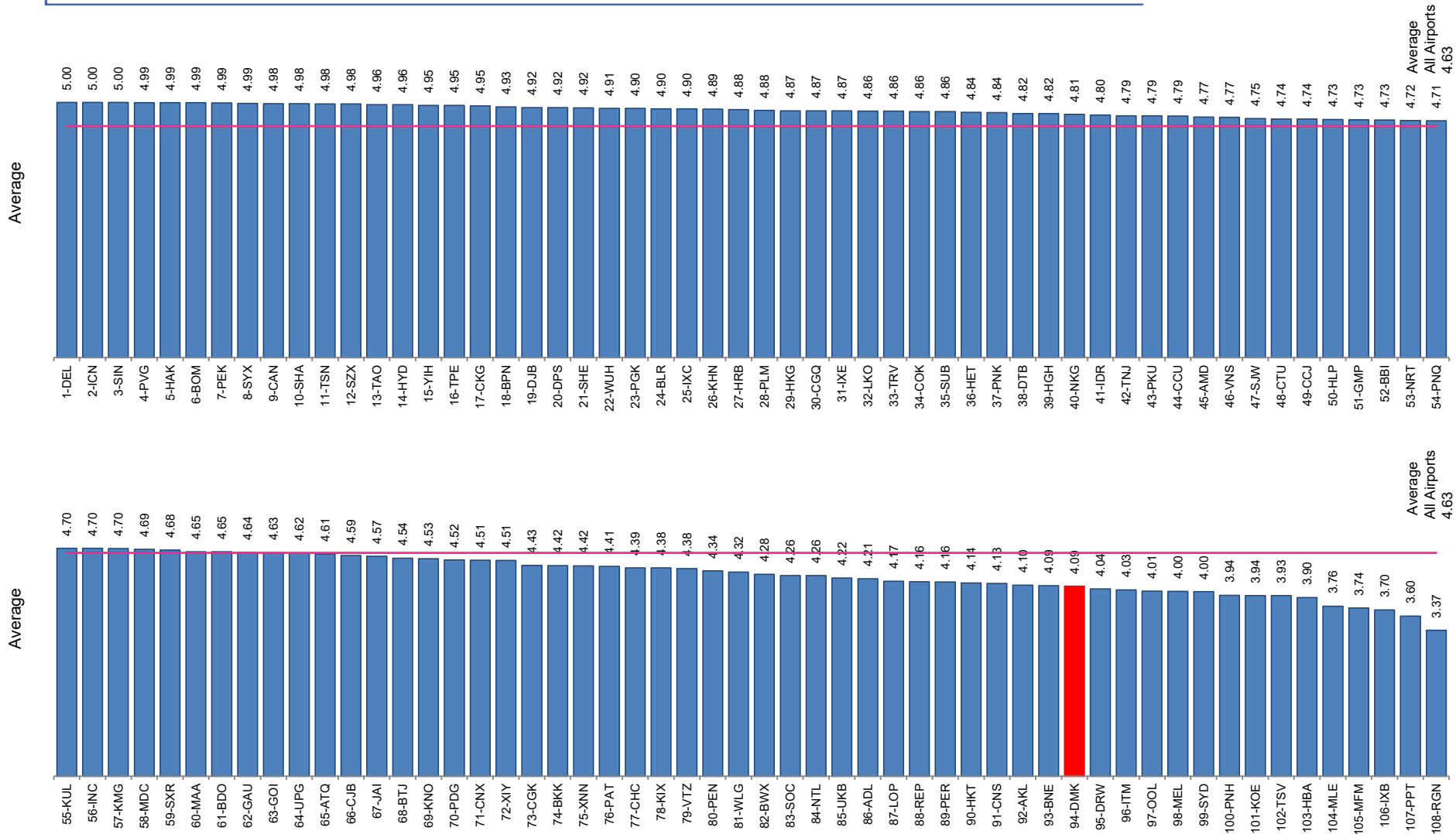
262-BCN	3.95
263-BRC	3.95
264-BRU	3.95
265-LGG	3.95
266-JNB	3.94
267-LYS	3.94
268-FNH	3.94
269-ARN	3.94
270-KOE	3.94
271-WAW	3.94
272-TSV	3.93
273-MAD	3.93
274-RAK	3.93
275-COR	3.93
276-ELS	3.93
277-BDA	3.93
278-BFN	3.93
279-EPA	3.91
280-STN	3.91
281-HBA	3.90
282-BSL	3.90
283-REU	3.89
284-PDL	3.89
285-VGO	3.89
286-MZG	3.89
287-LPA	3.89
288-WCE	3.88
289-AEP	3.88
290-BZ	3.87
291-KIM	3.87
292-BIO	3.87
293-ABZ	3.86
294-TRN	3.86
295-LAX	3.86
296-DUS	3.86
297-SPC	3.86
298-MSY	3.85
299-HAM	3.85
300-GVA	3.85
301-TRD	3.85
302-FRK	3.82
303-TLS	3.81
304-CDG	3.81
305-PTY	3.80
306-BLQ	3.77
307-LFW	3.77
308-TBS	3.77
309-MLE	3.76
310-VLC	3.76
311-TFN	3.76
312-NBO	3.75
313-SCL	3.74
314-MRS	3.74
315-MFM	3.74
316-POS	3.72
317-MAN	3.72
318-EWR	3.72
319-BUD	3.7
320-IXA	3.70
321-OKA	3.70
322-TLJ	3.68
323-SLA	3.68
324-BMA	3.68
325-MXP	3.67
326-LIS	3.67
327-BZV	3.67
328-ORY	3.67
329-ACC	3.66
330-MBA	3.63
331-PPT	3.60
332-ABJ	3.54
333-LGA	3.53
334-LIN	3.52
335-ADD	3.50
336-EBB	3.45
337-HRE	3.38
338-RGN	3.37
339-TXL	3.36
340-TUN	3.34
341-CUR	3.33
342-OTP	3.25
343-ABV	3.20
344-SXF	3.17
345-LOS	3.03
346-PNR	2.72

Average  
4.21

DMK - Red, Custom Panel - Orange

# DMK – Ranking Within Asia Pacific

## Overall Satisfaction – Total



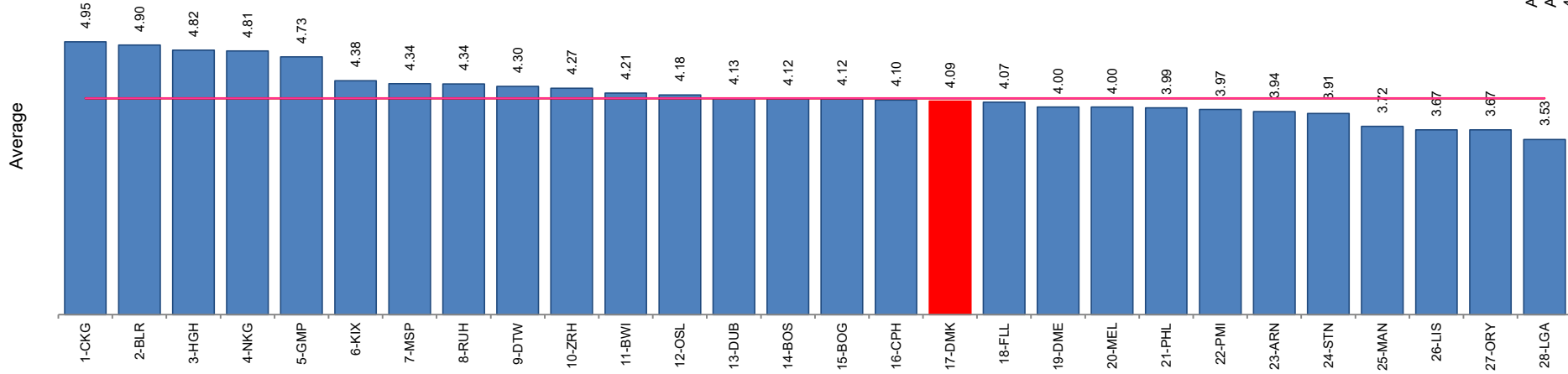
Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

# DMK – Ranking Among Airports of 25M-40M

## Overall Satisfaction – Total



Average All Airports  
4.13



Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.



# CNX – Airport Performance

## Focus on 2018 – Mean Scores by Rated Item



\* Other may include Education, Family visit, Religious events, etc.

# Global Benchmark: Ranking of All Participants

## Total Traffic – Overall Satisfaction – Total



1-DEL	5.00
2-ICN	5.00
3-SIN	5.00
4-PVG	4.99
5-HAK	4.99
6-BOM	4.99
7-PEK	4.99
8-SYX	4.99
9-CAN	4.98
10-SHA	4.98
11-TSN	4.98
12-SZX	4.98
13-TAO	4.96
14-HYD	4.96
15-YIH	4.95
16-TPE	4.95
17-CKG	4.95
18-BPN	4.93
19-DJB	4.92
20-DPS	4.92
21-SHE	4.92
22-WUH	4.91
23-PKG	4.90
24-BLR	4.90
25-ICK	4.90
26-KHN	4.89
27-HRB	4.88
28-PLM	4.88
29-HKG	4.87
30-CCO	4.87
31-JXE	4.87
32-LKO	4.86
33-TRV	4.86
34-CDK	4.86
35-SJB	4.86
36-HET	4.84
37-PNK	4.84
38-DTB	4.82
39-HGH	4.82
40-NKG	4.81
41-DR	4.80
42-TJU	4.79
43-PKU	4.79
44-CCU	4.79
45-AMD	4.77
46-VNS	4.77
47-SJM	4.75
48-CTU	4.74
49-CCJ	4.74
50-HLP	4.73
51-GMP	4.73
52-BBI	4.73
53-SLL	4.73
54-NRT	4.72
55-PNO	4.71
56-KUL	4.70
57-INC	4.70
58-RMG	4.70
59-GYE	4.69
60-MDC	4.69
61-SXR	4.68
62-GRR	4.66
63-MAA	4.65
64-BDO	4.65
65-AMM	4.64
66-GAU	4.64
67-GOI	4.63
68-LPG	4.62
69-AER	4.62
70-KTO	4.61
71-FMM	4.59
72-CJB	4.59
73-MED	4.58
74-JAI	4.57
75-LAN	4.56
76-IND	4.54
77-BTU	4.54
78-THR	4.54
79-KNO	4.53
80-PDG	4.52
81-CNK	4.51
82-YYZ	4.51
83-AUH	4.48
84-DAL	4.48
85-MWJ	4.46
86-CUN	4.46
87-YMM	4.45

Average  
4.21

88-YYZ	4.45
89-YOW	4.44
90-ATL	4.44
91-SJD	4.44
92-TLL	4.43
93-JAX	4.43
94-CKK	4.43
95-YXE	4.43
96-PUJ	4.42
97-BKK	4.42
98-POP	4.42
99-NNN	4.42
100-YYU	4.41
101-PAT	4.41
102-FCO	4.40
103-MNL	4.40
104-VLW	4.39
105-YTZ	4.39
106-CHC	4.39
107-YQM	4.39
108-CLJ	4.39
109-KIX	4.38
110-YQB	4.38
111-VTZ	4.38
112-OPD	4.37
113-GAT	4.37
114-SVO	4.36
115-MLA	4.36
116-UTN	4.36
117-DSY	4.35
118-CMH	4.35
119-NAS	4.35
120-LIR	4.34
121-TPA	4.34
122-MSR	4.34
123-RUH	4.34
124-PEN	4.34
125-YHZ	4.33
126-DMN	4.33
127-YWG	4.32
128-SJC	4.32
129-WLG	4.32
130-ATL	4.32
131-BAH	4.31
132-PII	4.31
133-DTW	4.30
134-CVG	4.30
135-EWR	4.29
136-AUS	4.29
137-YEG	4.29
138-MCT	4.29
139-MKE	4.28
140-BHX	4.28
141-MZT	4.28
142-SJO	4.27
143-ZRH	4.27
144-SOC	4.26
145-YYT	4.26
146-NLH	4.26
147-GRJ	4.26
148-AJA	4.26
149-DAG	4.26
150-INV	4.25
151-UIO	4.25
152-DBX	4.25
153-VFA	4.25
154-DFW	4.24
155-YLW	4.22
156-PVR	4.22
157-GRO	4.22
158-LKB	4.22
159-MRU	4.21
160-PNA	4.21
161-ADL	4.21
162-BWH	4.21
163-NCR	4.20
164-LCY	4.20
165-KEF	4.20
166-DEN	4.20
167-LED	4.19
168-BSO	4.19
169-SKP	4.19
170-SAP	4.19
171-DUR	4.19
172-CLE	4.18
173-KIN	4.18
174-SOU	4.18

Average  
4.21

175-OSL	4.18
176-LOP	4.17
177-HEL	4.17
178-LEI	4.17
179-BRS	4.16
180-MAH	4.16
181-REP	4.16
182-ZAZ	4.16
183-PER	4.16
184-SLC	4.16
185-LHR	4.15
186-CPY	4.15
187-MUC	4.14
188-HKT	4.14
189-TLV	4.14
190-STL	4.14
191-CNS	4.13
192-RTB	4.13
193-DMM	4.13
194-DUB	4.13
195-ATH	4.13
196-AES	4.13
197-RIX	4.12
198-VDE	4.12
199-BOS	4.12
200-VUL	4.12
201-BOO	4.12
202-NCL	4.12
203-BOG	4.12
204-LLI	4.12
205-ALC	4.11
206-AKL	4.10
207-CPH	4.10
208-LCA	4.10
209-PNG	4.10
210-SAN	4.10
211-BNE	4.09
212-VIE	4.09
213-FNC	4.09
214-KRK	4.09
215-DMK	4.09
216-SVG	4.08
217-LPL	4.08
218-EDI	4.07
219-FLL	4.07
220-CNF	4.07
221-SDR	4.06
222-LGW	4.06
223-TOS	4.06
224-XRY	4.06
225-SFO	4.05
226-EMA	4.05
227-KRS	4.05
228-GPS	4.05
229-AGP	4.05
230-OVD	4.05
231-EZE	4.05
232-DRW	4.04
233-GLA	4.04
234-GRX	4.04
235-NAP	4.03
236-FIM	4.03
237-FUE	4.03
238-PFO	4.02
239-BGI	4.02
240-AMS	4.02
241-ER	4.02
242-OOO	4.01
243-GOT	4.01
244-SQO	4.01
245-DME	4.00
246-MEL	4.00
247-SYD	4.00
248-PLZ	4.00
249-PHL	3.99
250-SVO	3.99
251-EAS	3.99
252-BHX	3.98
253-GDL	3.98
254-FMI	3.97
255-SEA	3.97
256-TFS	3.97
257-SQO	3.96
258-VNO	3.96
259-FAO	3.95
260-GIG	3.95
261-ACE	3.95

Average  
4.21

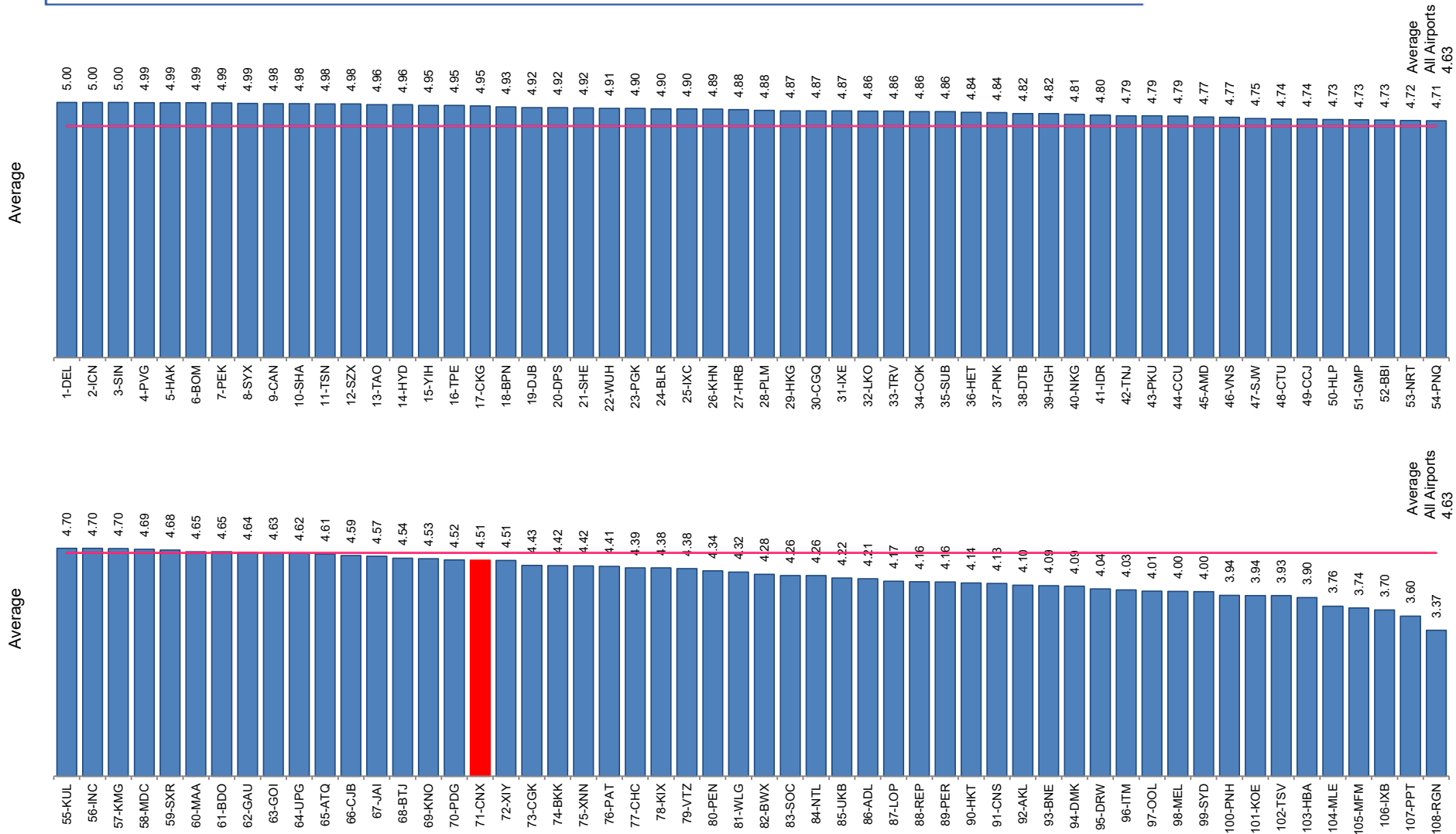
262-BCN	3.95
263-BRC	3.95
264-BRU	3.95
265-LGG	3.95
266-JNB	3.94
267-LYS	3.94
268-FNH	3.94
269-ARN	3.94
270-KOE	3.94
271-WAW	3.94
272-TSV	3.93
273-MAD	3.93
274-RAK	3.93
275-COR	3.93
276-ELS	3.93
277-BDA	3.93
278-BFN	3.92
279-EPA	3.91
280-STN	3.91
281-HBA	3.90
282-BSL	3.90
283-REU	3.89
284-PDL	3.89
285-VGO	3.89
286-MDZ	3.89
287-LPA	3.89
288-WCE	3.88
289-AEP	3.88
290-BZ	3.87
291-KIM	3.87
292-BIO	3.87
293-ABZ	3.86
294-TRN	3.86
295-LAX	3.86
296-DUS	3.86
297-SPC	3.86
298-MSY	3.85
299-HAM	3.85
300-GVA	3.85
301-TRD	3.85
302-PRK	3.82
303-TLS	3.81
304-CDG	3.81
305-PTY	3.80
306-BLQ	3.77
307-LFW	3.77
308-TBS	3.77
309-MLE	3.76
310-VLC	3.76
311-TFN	3.76
312-NBO	3.75
313-SCL	3.74
314-MRS	3.74
315-MFM	3.74
316-POS	3.72
317-MAN	3.72
318-EWR	3.72
319-BUD	3.7
320-IXB	3.70
321-OIA	3.70
322-TLJ	3.68
323-SLA	3.68
324-BMA	3.68
325-MXP	3.67
326-LIS	3.67
327-BZV	3.67
328-ORY	3.67
329-ACC	3.66
330-MBA	3.63
331-PPT	3.60
332-ABJ	3.54
333-LGA	3.53
334-LIN	3.52
335-ADD	3.50
336-EBB	3.45
337-HRE	3.38
338-RGN	3.37
339-TXL	3.36
340-TUN	3.34
341-CUR	3.33
342-OTP	3.25
343-ABV	3.20
344-SXF	3.17
345-LOS	3.03
346-PNR	2.72

Average  
4.21

CNX - Red, Custom Panel - Orange

# CNX – Ranking Within Asia Pacific

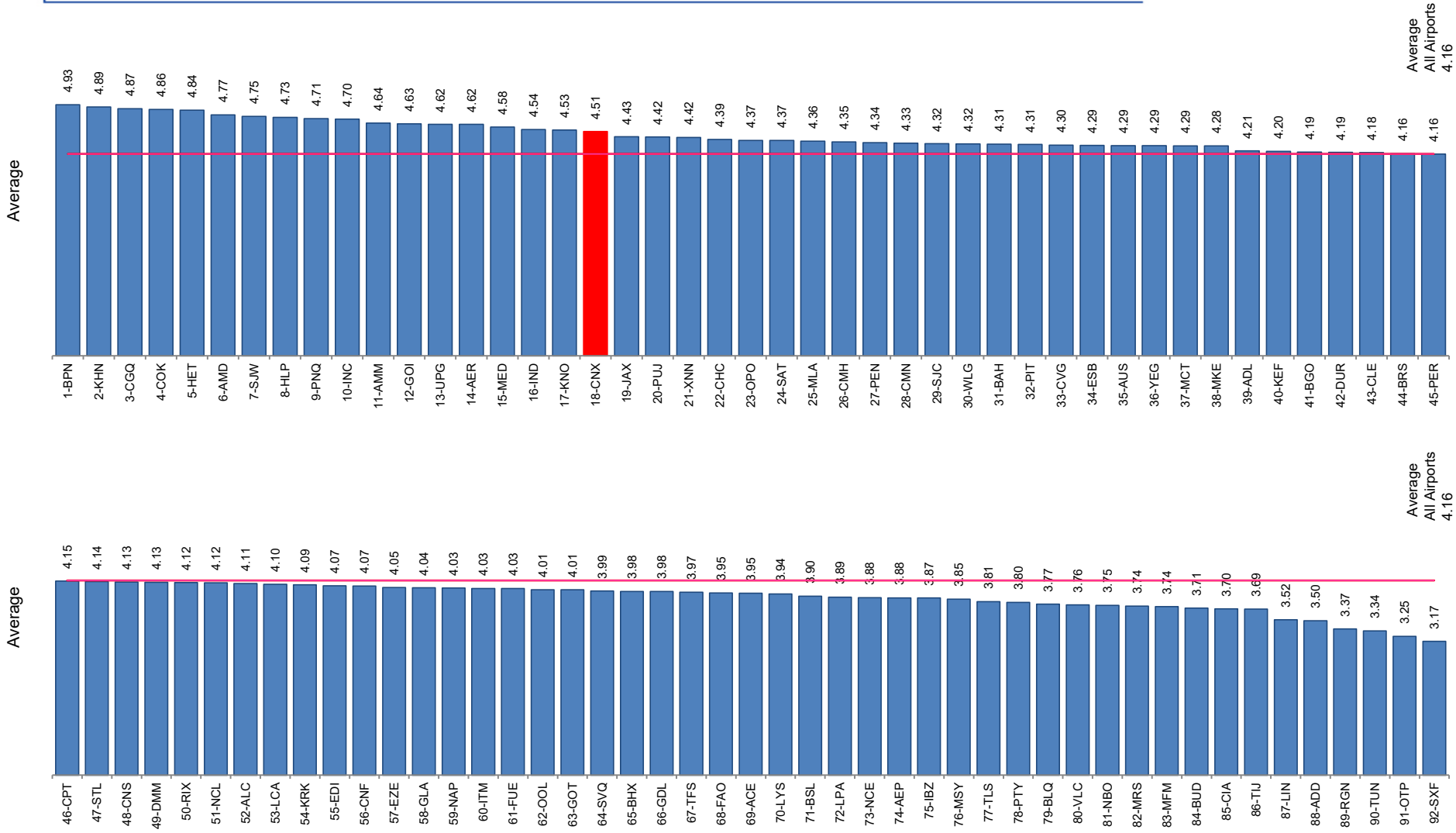
## Overall Satisfaction – Total



Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

# CNX – Ranking Among Airports of 5M-15M

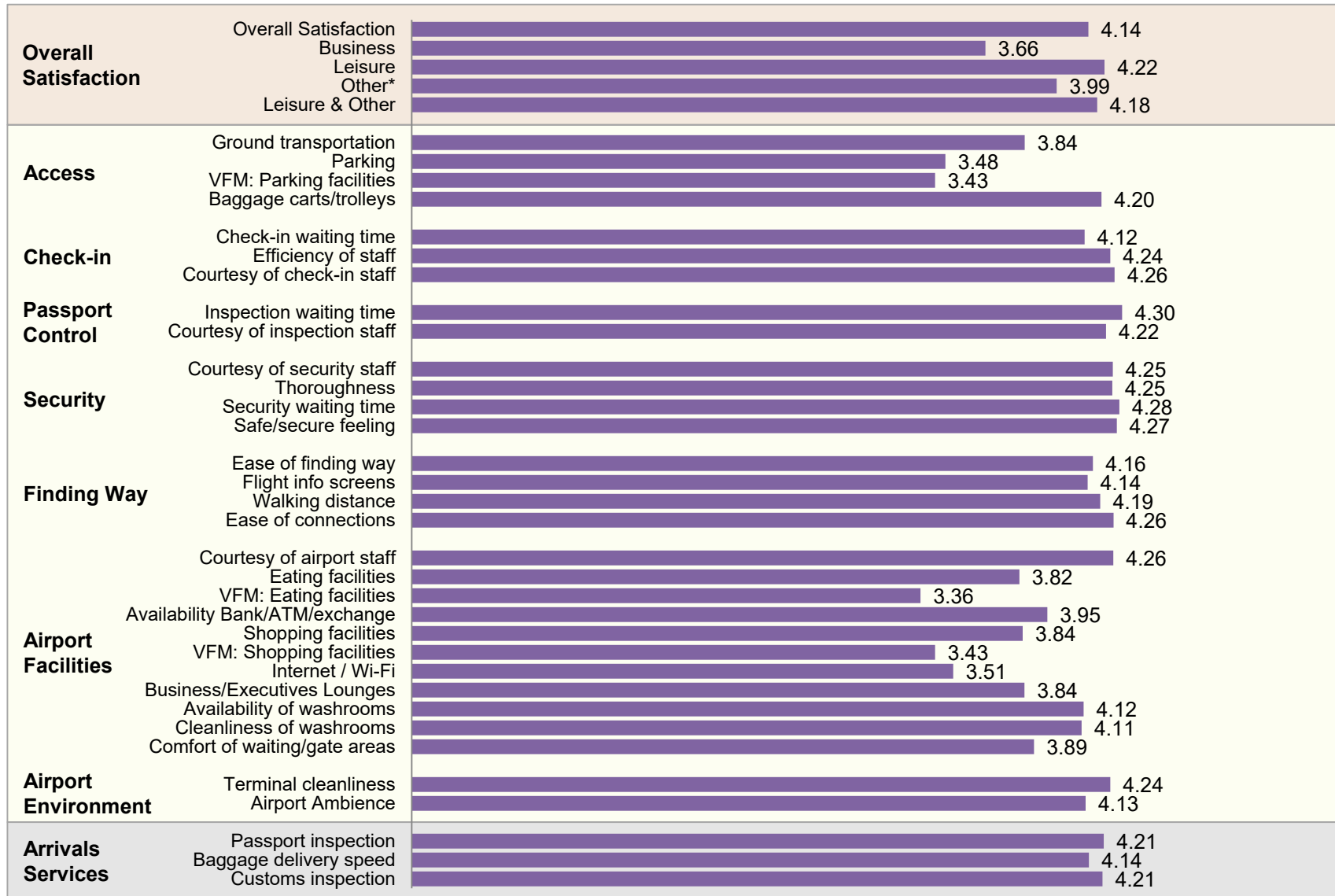
## Overall Satisfaction – Total



Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

# HKT – Airport Performance

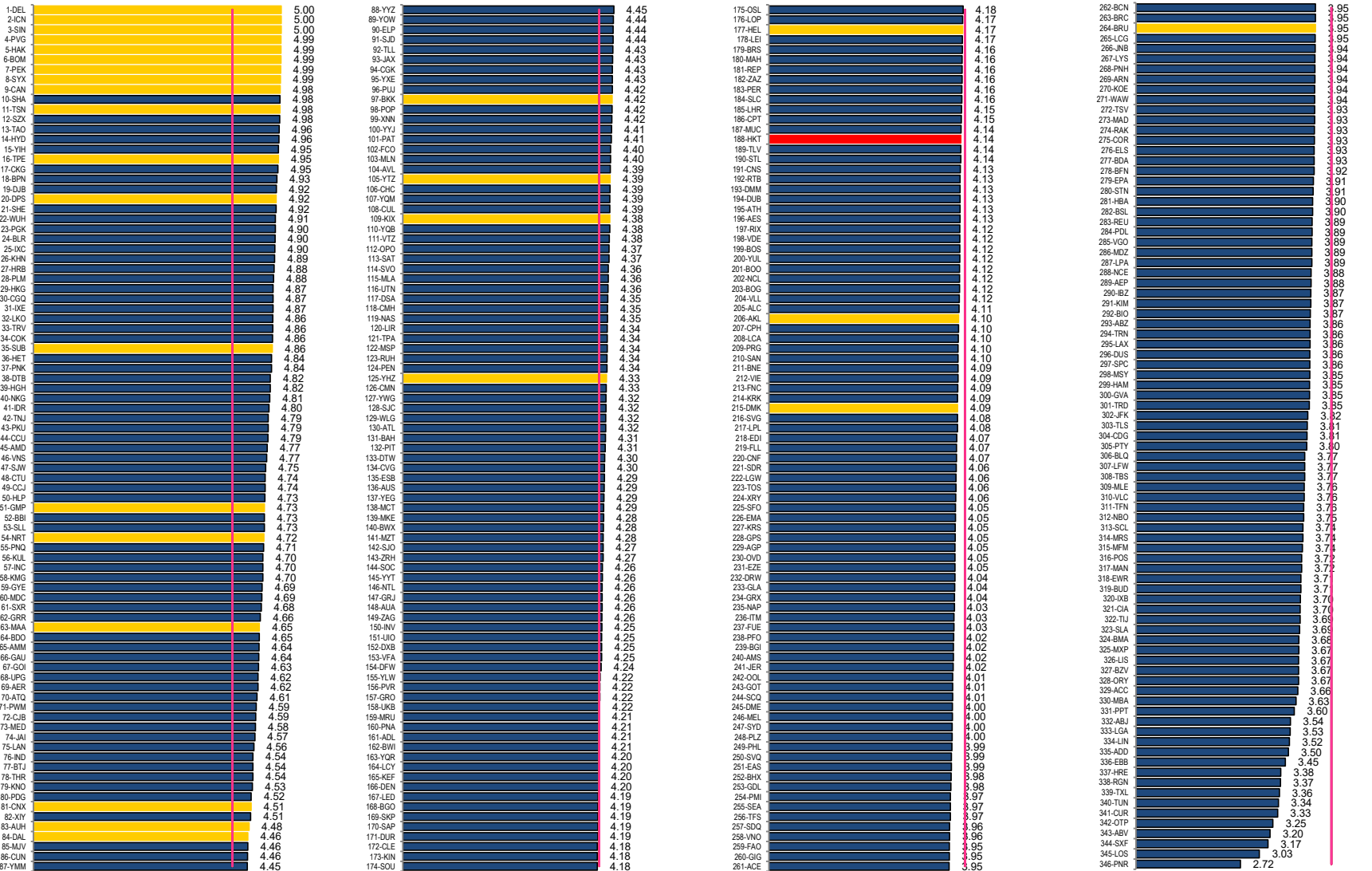
## Focus on 2018 – Mean Scores by Rated Item



\* Other may include Education, Family visit, Religious events, etc.

# Global Benchmark: Ranking of All Participants

## Total Traffic – Overall Satisfaction – Total



Average 4.21

Average 4.21

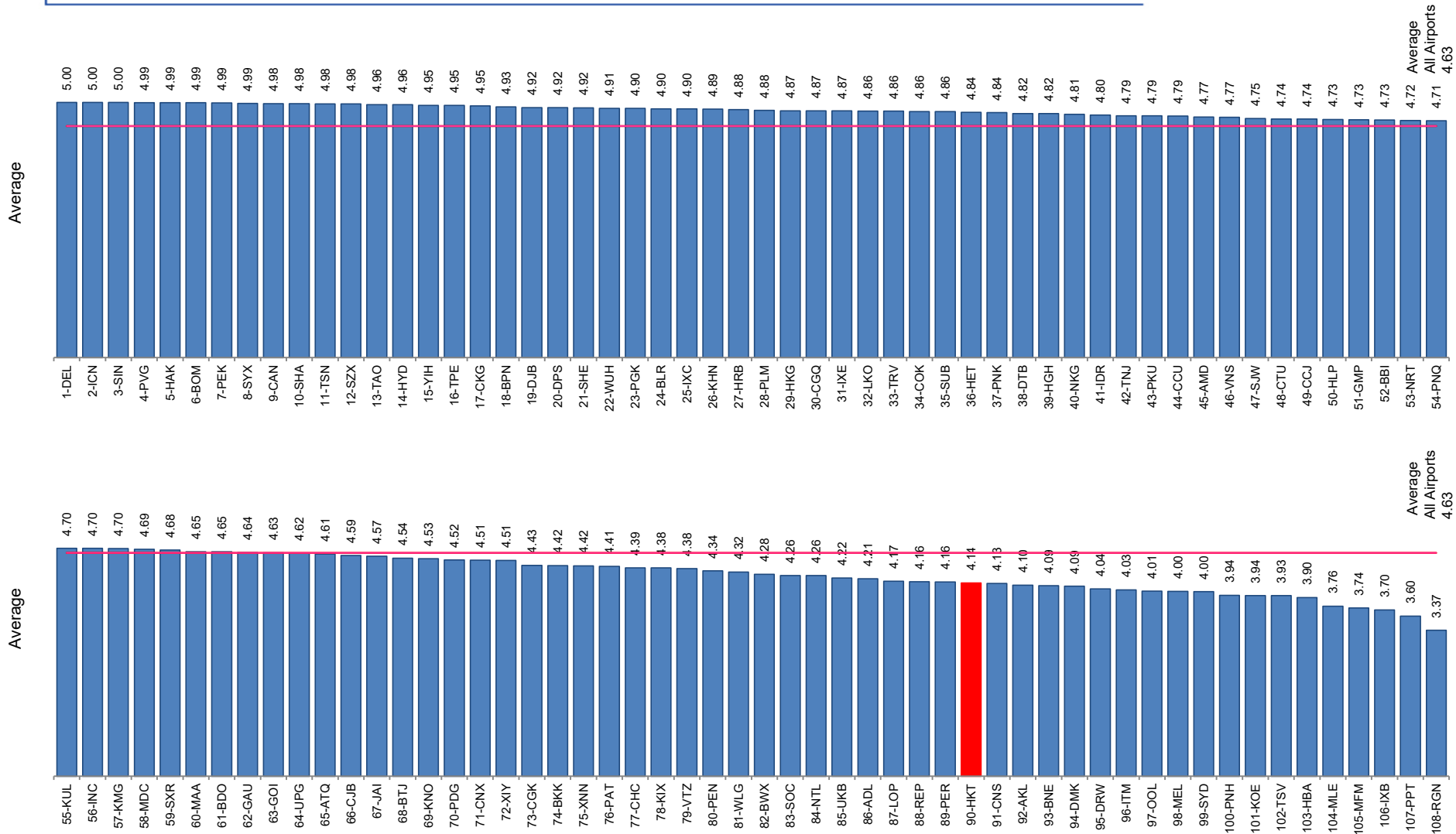
Average 4.21

Average 4.21

HKT - Red, Custom Panel - Orange

# HKT – Ranking Within Asia Pacific

## Overall Satisfaction – Total



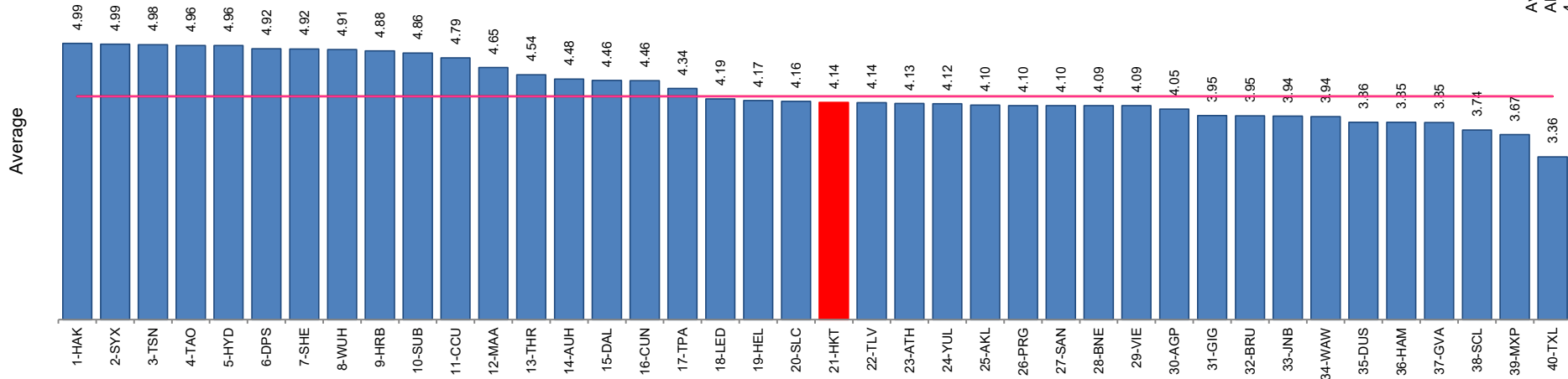
Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

# HKT – Ranking Among Airports of 15M-25M

## Overall Satisfaction – Total



Average All Airports  
4.23



Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.