

O.R. Tambo airport climbs global quality rankings

Johannesburg's O.R. Tambo International Airport rose five places in the global quality rankings for airports in the third quarter of this year, following an intensified service drive-by management.



All the winners from among the airport's service providers at this Feather Awards event which recognises service contributions by the wider airport community.

The airport moved up to 24th place in the global Airport Service Quality category for airports with 15 million to 25 million passengers.

The scores are based on independent passenger surveys administered by Airports Council International.

"This improvement is most pleasing and is a significant achievement over a relatively short time," said Bongiwe Pityi, general manager of O.R. Tambo International Airport.



African airline safety shows improvement

4 Dec 2017



She was speaking this weekend at the airport's annual Airport Stakeholder Awards gala dinner to recognise service excellence among the airport's service providers. These included airlines, retailers, car rental companies, hotels, ground handlers, government agencies and community-based non-profit organisations.

Gauteng MEC for Transport Ismail Vadi said: “These awards demonstrate that no organisation can run successfully without strategic support from its key stakeholders and partners. As an airport operator, it is therefore vital for us to affirm each stakeholder and recognise how they are an integral part of achieving and maintaining service excellence at Africa’s biggest and busiest airport.”

“I cannot over-emphasise the strategic national importance of airports as sovereign assets and as enablers of economic activity. Airports are major contributors to direct and indirect employment and business opportunities. Airports continue to drive country economies and connect people all over the world,” he said.



This Indian airport handled close to 1000 flights in a single day

Andy Walker 28 Nov 2017



An airport’s ASQ score is determined by factors that enhance the passenger’s experience which include the functionality of infrastructure, ambience, cleanliness, retail mix, food and beverage facilities, way-finding and user-friendliness, and Wi-Fi access. ASQ is the only worldwide programme that surveys passengers at the airport on their day of travel.

In the latest ASQ rating for the third quarter of 2017 areas that achieved significant improvement at O.R. Tambo International Airport were overall satisfaction, waiting time at passport/ID inspection and restaurant/eating facilities.

Areas that also achieved improvements include speed of baggage delivery, courtesy and helpfulness of airport and airline check-in staff, cleanliness of the airport terminal, and a feeling of being safe and secure.

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