

July 8, 2016

Press release

Japan Airport Terminal Co., Ltd.



Results of Customer Satisfaction Survey 2015

Overall Satisfaction Levels up from Previous Year

As part of our ongoing efforts to improve customer satisfaction at Domestic Terminals 1 and 2 at Tokyo International Airport Haneda, we recently carried out a survey asking users to tell us how satisfied they are with terminal services.

The results of the survey have now been consolidated, and details are provided below.

Main points (Average scores out of 10)

Last year's figures are shown in brackets.

- Customer satisfaction levels for both Terminals 1 and 2 were up from the previous survey, with an overall average score of 7.85 (7.77).
- High scores of 7.9 or higher were received for cleanliness in all terminal areas.
- High satisfaction levels were received for staff response (8.4) and concierge services (8.6).
- There is a need to improve the speed of wireless LAN and information directing customers to Wi-Fi areas. Customer satisfaction with wireless services remained low at 6.4 (same as last year).

1. Survey results

◆ Overall satisfaction levels

The overall satisfaction score was 7.85, up from 7.77 in the previous survey.

◆ Satisfaction with terminal facilities

In the main items, the level of satisfaction was highest for “overall cleanliness inside the terminals,” which scored 8.3. This was followed by high scores for “lavatories” (7.9) and “information displays” (7.6).

Lavatories received high scores of 8 or higher for easy-to-understand location information and cleanliness.

Main item	FY2015	FY2014
Overall cleanliness (4~8点)	8.3	8.3
Lavatories	7.9	7.9
Information displays	7.6	7.5
Information desks	7.5	7.5
Shops	7.5	7.4
Access	7.4	7.4

Main item	FY2015	FY2014
Eating and drinking	7.1	6.4
Baby-feeding	6.7	6.7
Smoking room	6.6	6.6
Parking	6.4	6.4
Wireless network	6.4	6.4

* Scores shown in red represent an improvement from the previous survey

2. Issues to Be Addressed

Improving the speed of wireless access and other items where customer satisfaction was low will be a priority. In addition, as part of our preparations for the Tokyo Olympics and Paralympics in 2020, we will work to make transfers between domestic and international flights more convenient, improve multi-language information displays, and work to provide better service and improve customer satisfaction across the entire Japan Airport Terminal Group.

Summary of Survey

Purpose

- Improving implementation of the customer service philosophy of the Japan Airport Terminal Group
- Maintaining our rating as a five-star airport as ranked by the Skytrax (UK) and improving our scores in all categories of the World Airport Awards
- Improving airport performance in the run-up to the 2020 Tokyo Olympics and Paralympics

Method

Questionnaires were handed directly to passengers using Domestic Terminals 1 and 2 at Haneda Airport, for immediate completion on-site.

Period

January 28 (Thur.), 29 (Fri.) and 30 (Sat.), 2016

No. of responses

8,438 (3,748 in Terminal 1 and 4,690 in Terminal 2)

Survey Company

Members, Co., Ltd.

For more information

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(9:00–17:30; excl. Sat., Sun., and holidays)