



09/10

# Air Cargo Excellence Survey



## Air Carrier

	Customer Service	Performance	Value	Information Technology	Overall
Southwest Airlines	128	134	132	116	128
FedEx Express	123	119	113	133	122
Emirates Sky Cargo	126	118	113	123	120
Virgin Atlantic	122	113	115	120	118
Nippon Cargo Airlines	113	127	113	101	114
Japan Airlines	121	106	107	119	113
Continental Airlines	115	109	112	118	113
Lufthansa	113	114	100	125	113
Singapore Airlines	115	114	104	115	112
Cathay Pacific	111	109	112	116	112
SAS	109	108	113	112	111
Swiss WorldCargo	105	107	121	107	110
Thai Airways	113	112	109	106	110
South African Airways	132	100	100	104	109
Finnair	118	108	101	107	109
Cargolux	109	109	107	110	109
Korean Air	102	114	108	109	108
KLM	106	112	102	111	108
Gulf Air	104	111	105	107	107

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	Customer Service	Performance	Value	Information Technology	Overall
Iberia	112	108	113	94	107
Air Canada	114	105	104	104	107
UPS Air Cargo	104	100	106	118	107
Qantas	109	99	110	106	106
Air New Zealand	104	103	105	111	106
Volga-Dnepr Airlines	94	114	114	97	105
China Airlines	105	99	110	107	105
EVA Air Cargo	106	105	107	96	104
United Airlines	101	106	101	109	104
Turkish Airlines	102	101	100	109	103
Qatar Airways	108	96	112	96	103
All Nippon Airways	106	99	104	103	103
Asiana Airlines	101	105	103	103	103
American Airlines	103	100	99	111	103
British Airways	105	100	101	107	103
Air France	101	102	95	108	102
Hawaiian Airlines	98	104	110	90	101
Air Hong Kong	106	95	93	111	101
LAN Chile Airlines	99	110	92	102	101

Survey respondents noted significant improvements by these airlines

## Airports

	Performance	Value	Facilities	Operations	Overall
<b>North America – 1,000,000 or more tons</b>					
Memphis (MEM)	109	117	117	120	116
Anchorage (ANC)	114	114	103	98	107
Louisville (SDF)	104	104	107	104	105
Indianapolis (IND)	95	103	107	106	102
<b>North America – 500,000 to 999,999 tons</b>					
Dallas/Ft. Worth (DFW)	111	110	107	106	109
Newark (EWR)	101	104	106	113	106
Atlanta (ATL)	111	105	115	90	105
Philadelphia (PHL)	103	102	95	104	101
<b>North America – 100,000 to 499,999 tons</b>					
Rockford (RFD)	154	110	110	106	120
Bradley (BDL)	118	104	124	126	118
Denver (DEN)	110	111	121	121	116
Detroit (DTW)	129	107	104	109	113
Houston (IAH)	118	113	107	115	113
Baltimore/Washington (BWI)	117	106	108	110	111
Ontario (CA) (ONT)	102	108	107	109	107
Orlando (MCO)	99	110	107	106	105
Boston (BOS)	98	106	103	104	103
Cincinnati (CVG)	101	106	103	101	103
Kansas City (MCI)	100	109	94	110	103
San Antonio (SAN)	103	109	98	103	103
Phoenix (PHX)	96	99	104	106	101
<b>Europe – 1,000,000 or more tons</b>					
Amsterdam (AMS)	97	120	120	119	113
Frankfurt (FRA)	97	119	114	115	110
<b>Europe – 500,000 to 999,999 tons</b>					
Luxembourg (LUX)	141	131	124	74	118
<b>Europe – 100,000 to 499,999 tons</b>					
Athens (ATH)	137	129	154	147	142
Chateauroux-Deols	122	176	138	131	141
Barcelona (BCN)	127	151	139	137	138
Frankfurt-Hahn (HHN)	175	132	58	167	135
Copenhagen (CPH)	100	99	112	150	115
East Midlands (EMA)	69	82	138	131	104



## Airports

	Performance	Value	Facilities	Operations	Overall
Madrid (MAD)	127	101	84	103	104
<b>Latin America – 100,000 to 499,999 tons</b>					
Santiago (SCL)	121	117	101	120	115
<b>Asia &amp; Middle East – 1,000,000 or more tons</b>					
Seoul Incheon (ICN)	124	118	112	113	117
Singapore (SIN)	119	112	108	113	113
Hong Kong (HKG)	103	110	118	115	111
Tokyo (NRT)	104	97	111	123	108
<b>Asia &amp; Middle East – 500,000 to 999,999 tons</b>					
Tokyo (HND)	126	96	102	113	110
Shenzhen (SZX)	103	124	102	99	107
Osaka (KIX)	94	104	99	112	102
<b>Asia &amp; Middle East – 100,000 to 499,999 tons</b>					
Nagoya (NGO)	97	140	145	120	123
Macau (MFM)	91	116	113	128	110
Shanghai Hongqiao (SHA)	133	101	104	72	105
Sharjah (SHJ)	90	115	106	110	104
Abu Dhabi (AUH)	116	87	90	115	103
Senai (JHB)	133	85	96	88	103

Survey respondents noted significant improvements by these airports