

Skyguide scores highly in its 2010 Client Satisfaction Survey

Geneva, 18 January 2011. The pilots who use skyguide's services have given the company good marks. In the company's latest Client Satisfaction Survey, 88% of respondents in the three key customer segments of airlines, air force and general aviation are either "satisfied" or "very satisfied" with Switzerland's air navigation service provider.

Customer satisfaction steadily enhanced

Skyguide's 2010 Client Satisfaction Survey is the third of its kind, following similar polls in 2003 and 2007. The latest survey extended to over 1 000 pilots from the three key customer groups of airlines, the Swiss Air Force and general aviation. The results of this latest survey show an increase in satisfaction in all customer segments. Some 88% of respondents declared themselves to be "satisfied" or "very satisfied" with skyguide's services (compared to 69% in 2007). Satisfaction was highest among general-aviation pilots, followed by airline and thirdly by military pilots.

Good marks for services in all domains

Skyguide also scored higher on the safety front in its latest client survey than it had in the past. As the high 90% satisfaction rate (compared to 83% in 2007) shows, all three customer groups largely view skyguide as a safe and reliable organisation. The company earned good marks for its efficiency and flexibility, too: 73% of respondents felt that skyguide manages its airspace efficiently and offers swift solutions in the event of short-notice developments (compared to 59% three years ago). Satisfaction with skyguide's punctuality performance also improved, from the 42% of 2007 to 60%.

Actions taking effect

"These favourable findings are very encouraging," says Urs Ryf, Head of Operations. "The strong results clearly show that our endeavours to enhance client satisfaction are having an effect. But we have only been able to do all this thanks to the work and commitment of all our personnel." Skyguide makes sizeable efforts to steadily improve the quality of the services it provides. Following its last client satisfaction survey in 2007, the company teamed up with SWISS to hold a series of joint training courses for pilots and air traffic controllers to promote reciprocal understanding. The action paid off: in the latest survey, 91% of SWISS pilots were "satisfied" or "very satisfied" with skyguide's services, compared to 40% three years ago.

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communiqué aux médias
media release



skyguide
swiss air navigation services ltd
media relations
CH-1215 Geneva 15

Contact:

phone: +41 22 417 4008

email: presse@skyguide.ch

internet: www.skyguide.ch

Skyguide is responsible for providing air navigation services within Swiss airspace and in the airspace of certain adjoining regions in neighbouring countries. The company guides the civil and military aircraft entrusted to its care – around 3 150 flights a day or 1.15 million a year – through some of the busiest and most complex airspace in Europe. Skyguide is a non-profit limited company which has its head office in Geneva. The majority of its shares are held by the Swiss Confederation. The company generated annual operating revenue of over CHF 362 million for 2009, and employs some 1 400 people at 14 locations in Switzerland. Skyguide is also a member, together with its sister organisations in Belgium, France, Germany, Luxembourg and the Netherlands, of the FABEC initiative to create a common functional airspace block that will bring greater efficiency to Central Europe's air traffic management services and activities.
