

Customer satisfaction 2012: skyguide well-rated again

Geneva, 9 August 2012. Pilots have awarded a good mark to Swiss air navigation services: according to the results of the customer satisfaction survey 2012, 89% of the pilots questioned in the three main customer sectors – airline companies, Air Force and light aviation – are either satisfied or very satisfied with the services provided by skyguide.

Notable increase in satisfaction in the Air Force sector

The skyguide customer satisfaction survey 2012 is the fourth of its kind to be conducted, after those of 2003, 2007 and 2010. More than 1100 pilots in the three main customer sectors – airline companies, Air Force and light aviation – were surveyed. The result is that customer satisfaction is increasing overall. Among the pilots questioned, 89% stated that they are satisfied or very satisfied with Swiss air navigation services (as opposed to 67% in 2007 and 88% in 2010). The pilots of airline companies are those who are most satisfied, followed by their colleagues in the light aviation sector. The greatest improvement is noticeable among the military pilots, whose global satisfaction rate increased from 79% in 2010 to 86% in 2012.

Services well-rated in all the areas

The criteria best rated by the pilots was safety. In fact, the rate of satisfaction of 92% shows that the three customer sectors consider skyguide to be a safe and reliable company. Skyguide also obtained good ratings in the areas of efficiency and flexibility with 78% of the pilots judging that it is managing the airspace in an efficient manner. With regard to flight punctuality, the satisfaction rate has also increased, reaching 64% in 2012.

Customer satisfaction is very important for skyguide

Alex Bristol, Operations Manager at skyguide, is very happy with the good results recorded and this positive trend: "Our customers' opinion shows that we are on the right track. For a public service company such as ours, customer satisfaction is very important, but we want to continue improving further."

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

Contact:

phone: +41 22 417 4008
e-mail: presse@skyguide.ch
internet: www.skyguide.ch

Skyguide is responsible for providing air navigation services in Switzerland and in certain parts of neighbouring countries. With its 1,400 employees active at 14 locations in Switzerland, skyguide safely and efficiently guides some 3,270 flights civil and military aircraft a day – or 1.2 million a year – through the busiest and most complex airspace in Europe. Skyguide stands for continuous improvement, focussed innovation and creative cooperation. Together with its partner organisations in Belgium, France, Germany, Luxembourg and the Netherlands, the company forms the FABEC alliance in charge of managing Central Europe's airspace. 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.
