



New Award for Vienna Airport: International Air Transport Association ACI honours Vienna with ASQ Award for “Best Airports at Departures: 25–40 Million Passengers”

An international top rating for Vienna Airport: the Airport Service Quality (ASQ) Customer Experience Award of the international airport association Airports Council International (ACI) in the category “Best Airports at Departures: 25–40 million Passengers/Europe” was conferred on Vienna Airport this year. The basis for this award is the direct feedback provided by travellers within the context of a global survey. The ASQ Award ranks among the most important international benchmarks for service quality at airports, assessed exclusively from real time experiences of passengers. The decisive factors include orientation in the terminal, efficient processes, cleanliness, and the overall departure experience. This recognition confirms Vienna Airport’s consistent path focusing on targeted investments in its infrastructure and service quality. By the year 2027, its offering will be significantly expanded even further with the opening of the Terminal 3 Southern Expansion building. Further proof of this claim to high quality service is the ACI Level 4 Customer Experience Accreditation for customer orientation. Vienna Airport is the only European airport in its size category which has been given this internationally recognised certification.

“This award is based on the direct feedback of our passengers and comprises a particularly valuable confirmation for us. For years we have been investing in quality and service so that we can offer travellers a first-class airport experience. The fact that we rank among Europe’s best airports and also among the very best in Europe when it comes to punctuality is the result of the collective effort of our entire team and all partners at the airport. Their commitment and collaboration make the difference,” says Julian Jäger, Joint CEO and COO of the Vienna Airport.

“This ASQ Customer Experience Award from ACI demonstrates the trust travellers place in Vienna Airport and reinforces your position as a top airport in the region for customer experience excellence. It reflects your team’s commitment to improving every step of the passenger journey,” states Justin Erbacci, Director General of ACI World.

ACI ASQ Awards: Global benchmarking for passenger satisfaction

The ASQ Award is based on a global benchmarking programme to measure passenger satisfaction. In 2025, about 707,000 travellers were surveyed at more than 400 airports in 110 countries around the world. The survey is conducted in line with a unified scientific standard, which in turn enables a direct international comparison. Vienna Airport particularly stood out thanks to key factors such as efficient processes, short distances, the high level of quality of people’s stay and a service-oriented environment. Vienna Airport is the only European airport in its size category which also features an ACI Level 4 Customer Experience Accreditation for customer orientation, another internationally recognized quality standard.

Vienna Airport: Systematic further development of service quality and passenger experience

The award is the result of a long-term quality strategy implemented by Vienna Airport. Passenger feedback is continuously being analysed and is used to develop specific improvement measures. Regular terminal inspections, process optimisations, and targeted trainings strengthen the shared understanding of service on the part of all employees and partner companies at the flight hub. A central pillar is the current Terminal 3 Southern Expansion project. New lounges, additional shops and restaurants, spacious leisure areas and a modern security checkpoint are being built at a cost of about € 420 million. The objective is to sustainably enhance the quality of the travel experience and position Vienna Airport as a leading flight hub in Europe in terms of quality.



About ACI

Airports Council International (ACI), the trade association of the world's airports, is a federated organization comprising ACI World, ACI Africa, ACI Asia-Pacific & Middle East, ACI EUROPE, ACI Latin America and the Caribbean and ACI North America. In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring a global air transport system that is safe, secure, efficient, and environmentally sustainable. As of January 2026, ACI serves 811 members, operating over 2,200 airports in more than 160 countries worldwide.

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