

AOT Customer Satisfaction 2023

Customer Satisfaction Measurement

AOT conducted the Airport Service Quality (ASQ) from Airports Council International (ACI) to perform the overall satisfaction of AOT's products and services. In 2023, the ASQ result of all airports were equal to 4.17 with the target 4.22. The ASQ score was lower than the target owing to the consequences of covid-19 that have been consecutively impacting the quality of services, especially the service from business partners in AOT's supply chain, e.g., tenants, airlines, etc.

| Satisfaction Measurement | Airport | Unit | 2020 | 2021 | 2022 | 2023 | Target in 2023 |
|--------------------------|--|-----------------|-------------|-------------|-------------|-------------|----------------|
| Satisfaction Measurement | CUSTOMER SATISFACTION | | 4.31 | 4.31 | 4.16 | 4.17 | 4.22 |
| | Suvarnabhumi Airport | Rank or similar | 4.26 | 4.26 | 4.26 | 4.14 | |
| | Don Mueang International Airport | | 4.07 | 4.07 | 4.07 | 4.16 | |
| | Chiang Mai International Airport | | 4.41 | 4.41 | 4.41 | 3.91 | |
| | Hat Yai International Airport | | 4.07 | 4.07 | 4.07 | 4.20 | |
| | Phuket International Airport | | 4.13 | 4.13 | 4.13 | 4.18 | |
| | Mae Fah Luang – Chiang Rai International Airport | | 4.31 | 4.31 | 4.31 | 4.45 | |
| Data coverage | Customers | | 100 | 100 | 100 | 100 | |