

SVPI airport gets prestigious accreditation Level-2 for customer experience

Ahmedabad, 21 October 2022, Sardar Vallabhbhai Patel International Airport has consistently delivered excellence in customer service by winning multiple ASQ awards over last five-years. It is a proud moment for Ahmedabad citizens as SVPI airport is now upgraded to Level 2 accreditation in ACI.

The accreditation is given based on Airport Customer Experience, which is upgraded to Level 2 from Level 1 that was awarded in month of April.

The Airport Customer Experience Accreditation is a multilevel accreditation programme developed by Airports Council International (ACI) to guide airports towards achieving excellence in customer experience management. The level 2 is awarded based on parameters like Airport Culture, Governance, Operational Improvement, Measurement, Customer Strategy and Customer Understanding

Recently SVPI airport was awarded the best airport by region and size; the airport also received prestigious recognition Voice of Customers for actively thinking about customer experience. The airport has implemented several initiatives to ensure a better passenger experience and smooth processing. To list a few, the number of retail and food counters has increased to over double in one year, offering better mix and options to the passenger; the inclusion of technology like the desk of goodness and the introduction of e-gates have been helping passengers in improving the experience.

City airport teams have been identifying opportunities to serve passengers better. Based on observation and passenger requirements, number of changes have been made over last one year. Dedicated app-based taxi parking/ prepaid taxi parking and Auto rickshaw parking along with dedicated pick up and drop points were recently constructed. Focusing to serve passengers with topmost safety with comfort, runway work was completed 45 days earlier than initially

planned, creating a national record of complete runway overlay in 75 days during nine work hours each day.

Airport Council International (ACI) World has announced the 2021 inductees into the ACI Director General's Roll of Excellence based on consistent efforts to deliver customer experience.

SVPI airport strives to continue the journey of improvement, development, and better customer experience with every passing day.

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