

SKYTRAX Awards Prestigious 5-Star Ranking to EVA Air

Written by Administrator
Friday, 24 June 2016 17:19



TAIPEI, Taiwan — SKYTRAX, an international air transport standards and quality rating organization, awarded EVA Air its prestigious 5-Star Airline Ranking during a special ceremony in Taipei, Taiwan on June 15, 2016.

SKYTRAX CEO Edward Plaisted presented the award to EVA Chairman Steve Lin while Taiwan's Chief Secretary of the Civil Aeronautics Administration Mr. Yang Gwo-Feng witnessed the event.

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Travelers can learn more about EVA's constant commitment quality services and safety at www.evaair.com.

"All of us at EVA Air are deeply humbled by this important award," said Mr. Lin.

"SKYTRAX's 5-Star Rating is a great honor and also a great responsibility. It is extremely gratifying that all of our hard work to keep quality service and safety as our top priorities is recognized. The SKYTRAX 5-Star Rating is truly an award shared by every single EVA staff member and employee. At the same time, this prestigious rating reminds us all that we must never lose sight of our commitment to being the best or falter in our quest to continually improve and innovate."

The 5-Star Ranking is SKYTRAX's highest global quality rating and the result of direct and professional analysis of as many as 800 different areas of EVA's product and service delivery.

SKYTRAX recognized EVA's potential for five stars and initiated a thorough evaluation process in May 2015.

The airline rating organization sent auditors to fly EVA and analyze airport and onboard products in addition to front-line staff service in airports and inflight.

These auditors flew multiple EVA flights from different gateways and sampled all of the carrier's cabin classes during the year-long process of certifying the 5-Star Airline Rating.

"EVA Air is being certified as the eighth 5-Star Airline in the world, joining an esteemed and exclusive group of the leading international carriers," said Mr. Plaisted.

"EVA passengers enjoy a high-quality product, supported by outstanding 5-Star staff service in both the airport and onboard environments. The 5-Star Airline symbol is recognized throughout the world by passengers, media, airlines and the travel industry as a whole. We are trusting

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EVA and giving it a lot of responsibility to maintain these high standards. I have confidence that EVA passengers will continue to enjoy 5-Star travel experiences.”

EVA joins an elite group of carriers consistently recognized as the best of the best.

The other seven 5-star airlines are All Nippon Airways, Asiana Airlines, Cathay Pacific Airways, Garuda Indonesia, Hainan Airlines, Qatar Airways and Singapore Airlines.

SKYTRAX began rating EVA in 2008, awarding it four stars from the start and recognizing the airline’s high product standards and staff services across different cabin classes inflight and at the airline’s home-base airport, Taoyuan International Airport, just outside of Taipei, Taiwan.

EVA was among only 37 carriers worldwide to hold the SKYTRAX 4-Star Airline Rating in 2015.

SKYTRAX ranks airlines in five categories, from 1-star through the top 5-star designation.

Its evaluations are recognized as a global benchmark for airline quality standards.

In addition to its standards ratings, SKYTRAX also ranked EVA as one of the “World’s Top-10 Best Airlines” and the number one airline for “Best Airline Cabin Cleanliness” for 2015, based on its prestigious annual quality satisfaction survey of travelers worldwide.

EVA is frequently honored, awarded and recognized by passengers, media, industry experts and organizations worldwide.

Global Traveler readers singled out the airline for two awards in December 2015, Best Airport Staff/Gate Agents and Best Airline for New Service Launch.

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AirlineRatings.com ranked EVA Elite Class premium economy and Economy services in the top-10 “best for economy plus and economy class travel for 2015” and, after evaluating quality of service, products, equipment and safety, counted the carrier among the world’s top-10 best airlines in 2014 and 2015.