Incheon Airport Named the Best Airport Worldwide for the 7th Year in a Row

Making a Grand Slam in Airport Services Evaluation by Winning Both Skytrax and Global Traveler Awards

The Airports Council International (ACI) named Incheon Airport as the Best Airport Worldwide for the 7th year in a row during the Airport Service Quality (ASQ) award ceremony held at Universal Studios, Singapore, on May 24th.

The selection of the winner of the ASQ award was based on the survey results from direct interviews with 350 thousand global passengers throughout the year of 2011 using a questionnaire containing 34 key performance indicators. These encompassed 7 service areas, 27 facilities, as well as airport operation. Not only has the Airport won the Best Airport Worldwide award 7 consecutive years, it has also been named top in both its region (Asia-Pacific), and its traffic size (25-40 million) categories. This means that Incheon has been awarded top titles in all categories it has entered for the last 7 years.

Apart from this award, Incheon Airport was also recently named as the ‘2012 World Best Airport’ by SKYTRAX, a UK based research company specializing in the air transport industry, and also won the ‘Best Airport in the World’ title from the US based travel magazine Global Traveler for the 6th year in a row.

11 years after its opening in 2001, Incheon Airport has now emerged as one of the best airports in the world owing to its strong commitment to the very fundamental values that are expected of airports, such as Cleanliness, Fast Service, Convenience and Safety. Moreover, the airport’s continuous efforts in providing cultural opportunities for visitors make Incheon Airport stand out among competitors.

Also, the Airport has introduced a statistics-based ‘Passenger Traffic Forecast’ system. The first of its kind in the world to minimize passenger waiting time, and has been providing valuable support for timely immigration procedures through use of the IT and BT technology-based U-Airport system.

Going forward, the Airport is committed to becoming a ‘Culureport’ by running cultural and artistic programs and operating cultural facilities such as museums. The airport is also equipped with a globally renowned duty free shopping section whose fame was recently proved by Louis Vuitton’s decision to open its first airport shop at Incheon.

President and CEO, C.W. Lee commented, “The honor should be attributed to the 35 thousand staffs, who have made continuous efforts in service innovation with the full support of the central government including the Ministry of Land, Transport and Maritime Affairs.”
Incheon Airport was top rated by the performance evaluation of implementing its Autonomous Management Planning, 2011, for a second consecutive year.

The Autonomous Management Evaluation System was introduced in 2009 by the Korean government for the purpose of promoting autonomy and responsibility in management among public enterprises. In 2011, the Incheon International Airport Corporation was selected as one of the target organizations through public contests and evaluations.

The Airport has been true to its word by implementing its Autonomous Management Planning in 2011 and becoming a hub airport in Northeast Asia and at the same time has improved its business value and expanded business abroad leading to a successful result of a 28 percent increase in average against eight achievement indicators (varying from 20~40 percent across indicators), compared to last year. Notwithstanding some major unfavorable factors such as the Japanese earthquake and world economic recession, Incheon Airport was still able to actively utilize its autonomy in manpower allocation, planning and budgeting to stay focused on its future strategic business, resulting in the best performance in both external achievement and internal capacity building.

Both numbers and facts have proved the Airport’s achievement across comprehensive service areas including air transport, airport security and passenger services. It was rated as the second biggest in the world in the field of international logistics, made a nine percent increase in transit passengers, was top rated in Aviation Security Assessment by ICAO (International Civil Aviation Organization), has reduced the waiting time at immigration services to one-fourth of the international standard (19 minutes in Departure, 12 minutes in Arrival), and won the World’s Best Airport title for the seventh year in a row.

In addition, the Airport saw an increase of 13 percent in sales and 27.9 percent in business profit compared to last year and reduced the recurring expenses by as much as 67.9 billion Korean Won, in total making a net profit of 360 billion Korean Won during the term. This means that the management was in surplus for the eighth year in a row and the debt ratio was reduced from 72 to 63 percent.

President and CEO of the Airport C.W. Lee commented, “We will do our best to fortify our future core competencies, and make ourselves a role model as a successful public enterprise by effectively operating an autonomous management system.”

Incheon Airport Top Rated in Autonomous Management Evaluation for Second Consecutive Years

Significant Increase in Sales and Profit Compared to Last Year, Creating Notable Performance in Business Growth, Profitability, and Financial Soundness

World Renowned Professional Golfer K.J. Choi Appointed as an Honorary Ambassador for Incheon Airport

Winning the World Championship with Dynamics Based on Persistence and Potential, Mr. Choi Represents the Airport’s Achievement in Winning the ASQ Award for Seven Consecutive Years

A Korean professional golfer K.J. Choi has added a new title to his career – An Honorary Ambassador for Incheon Airport.

The Airport appointed Mr. Choi as an Honorary Ambassador during a ceremony held at the airport’s passenger terminal on May 24th awarding him a control tower shaped commemorative trophy.

The first Korean professional golfer to win the PGA Tour at the Compaq Classic of New Orleans in 2002, Mr. Choi has repeatedly invigorated his career by winning eight PGA titles in total and becoming the first Asian golfer to achieve this record. Now praised as one of the most successful Korean golfers, Mr. Choi has also taken a lead in helping others by establishing the K.J. Choi Foundation, which is a charity and he has given large donations towards this charity’s cause.

The Airport Vice President Lee Young-Geun explained during the ceremony that, “Mr. Choi’s success has given hope and pleasure to Koreans and has elevated the national prestige of Korea. His achievement resembles Incheon Airport, which has won the Airport Service Quality (ASQ) award for seven years in a row, and is a Gateway to Korea.” He also added, “Mr. Choi’s persistence and potential paved the way to the world championship, and this is similar to Incheon Airport which has earned the recognition of being the Best Airport in the world eleven years after it first opened.”

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Dream Built Over the Sea!
"Substantial Growth of Incheon Airport"
British Airways Starts Flights to Incheon Airport from December

Biggest Airline in Europe Connects Europe and our Northeast Asian Hub!

British Airways (BA), one of the biggest airlines in Europe will start flights to Incheon Airport around the end of this year. Starting from December 2nd, BA plans to operate between Incheon Airport and London Heathrow Airport six times per week using Boeing 777 aircraft, which have a passenger capacity of 219.

Currently, Korean Air and Asiana Airline are operating direct flights between Incheon Airport and London Heathrow Airport seven times a week respectively, and Korean Air recently started flights between Incheon and London Gatwick three times a week from April 28th. With BA joining the operation this time, domestic travelers to Great Britain and European travelers visiting Korea are expected to have a wider choice of flights.

British Airways, a member of the One World Alliance, is the biggest airline in Europe and operates from 150 cities across 75 countries worldwide, transporting over 36 million passengers every year. The company had operated flights between Seoul Gimpo and London Heathrow Airports for 10 years from 1988, until it was stopped as the Asian financial crisis hit Korea in 1998. BA made the decision to restart its operation after 14 years owing to the constant increase in demand for aviation between Korea and Great Britain over the last 10 years at an average of 4.6 percent per year, and also the active business exchange between the two countries.

What is even more meaningful for the Airport, with the resumption of BA’s flights, is the fact that the Airport’s consistent efforts in promoting business overseas in order to expand air routes toward mega carriers in American and European regions are finally materializing. The Airport has been active in business marketing by preparing strategies specific for each target carrier, and provided an attractive incentive scheme.

President and CEO of the Airport C.W. Lee commented, “We expect that British Airways’ resumption of operations will increase the number of passengers by 100 thousand per year and also create an increase in transit passengers between the European hub and Northeast Asian hub airports, creating business synergies for each other.” He also added, “We will continue to fortify our network by increasing the number of flights and creating air routes with other mega carriers such as United Airlines and Delta Airlines.”

Incheon Airport’s Baggage Handling System Evaluated as the World’s Leading in Precision

The Airport’s baggage handling system turned out to be one of the most precise in the world. Commonly, the precision in baggage handling is estimated by counting the number that failed to be loaded per 100 thousand items of baggage. According to the Baggage Report 2012 written by the Société Internationale de Télécommunications Aéronautiques (SITA), European airports had an average of 20 with American airports having an average of seven, while Incheon Airport had an even lower error rate of 4, or 0.004 percent.

The Vice President for Facility Division, Lee Sang-kyu explained “This achievement comes from our constant efforts to improve the operation and maintenance of the overall baggage handling system since the opening of the Airport. We consistently search for areas to improve and try to find any fundamental problems to fix and maintain based on the Six Sigma quality management method.” Besides, the Airport has made efforts in other areas as well to improve precision in baggage handling by employing rigorous preventive maintenance on its facilities, operating systemic training programs.

The Airport Signed a Contract to Build a Logistics Center in the Free Trade Zone with YG-1 Co., Ltd.

Construction of the 6,685m² building to be Completed in September—Expected to Contribute Towards Increasing the Airport’s Air Cargo Volume

Incheon Airport signed a concession agreement with YG-1 Co., Ltd. to build a logistics center in the Free Trade Zone near the Airport on May 4th. Based on the contract, YG-1 will commit a budget of 2.5 billion Korean Won to build a 6,685m² logistics center with a plan to complete the construction by September.

YG-1 is an end mill manufacturer specialized in mold products, and also in the mechanical, auto and aircraft parts that are essential for mechanical industry. Indigenous to Korea, the company is the biggest end mill manufacturer in the country and worldwide, and is the fifth biggest manufacturer of cutting tools in the world.

The logistics center is intended to enable an integrated inventory management system and establish a one-day delivery time to neighboring countries by efficiently gathering completed products from unit plants inside and outside Korea. Once completed, the current sales amount (256 billion Korean Won as of 2011) is expected to double over three years and overseas customer satisfaction will undoubtedly improve.

The Airport’s official commented, “More than 70 percent of YG-1’s revenue is generated by export and the company depends on air transport for about 2,000 tons or 35 percent of their total cargo volume. Their move into the logistics center will also contribute to increasing the Airport’s cargo volume.”

The Airport Plans to Build a Flight Simulation Training Center at Its Human Resource Development Center

MLTM-Incheon Airport and US Lockheed Martin Corporation Signed on a Contract to Build Core Facilities of Aviation Training Center at Incheon Airport

The Ministry of Land, Transport and Maritime Affairs (MLTM) and Incheon Airport succeeded in attracting about 15 million US Dollars (about 17 billion Korean Won) of investment from the US Lockheed Martin Corporation to build and operate a Flight Simulation Training Center at the Human Resource Development Center in the Airport.

According to the contract, the Airport will complete the building of the training center with a gross area of 576m² by the end of this year and Lockheed Martin will in succession install related equipment including a flight simulation training facility and together with the US company Boeing, will be in charge of training pilots from low-cost airline companies for 10 years starting from 2013.

So far, while large airline companies conduct training with their own facilities, national low-cost airlines that cannot afford an expensive training facility have to go abroad for training. After taking this situation into consideration, the MLTM and Incheon Airport have pushed forward an aviation training center development project on the 6,200m² site of the Human Resource Development Center in the Airport, hoping that the training facility will become a central institution for aviation safety training in Korea.

The Airport’s official said, “By diverting the demand in pilot training to a domestic institution, we expect to bring about a saving of more than 60 billion Korean Won in the upcoming 10 years by reducing airfares and living expenses.”
**Break the Language Barrier at Incheon Airport & in Korea!**

18 languages, 24 hours, 7 days! Join the BBB Campaign in Korea

Expo 2012, an International Exposition often referred to as one of the world’s top three most celebrated festivals along with the Olympic Games and the FIFA World Cup Games, is being held in the beautiful coast city of Yeosu, Korea, from May 12th through to August 12th, drawing inspiration from the theme of “The Living Ocean and Coast”. Preparing for the Expo, in which 106 countries participate and an expected 10 million people from all over the world will visit, Incheon Airport introduces a volunteer service for free language interpretation to assist foreign visitors to Korea. We hope you will enjoy your visit to Korea with BBB!

Incheon Airport has a very special relationship with the campaign. On the day BBB Korea was launched, the airport was selected as a spot to place a campaign monument and hold a launching ceremony. BBB Korea and the airport also officially signed a contract to cooperate in December last year. Since then, the airport has been active in supporting the campaign by distributing related information and BBB cards at its information centers and passenger facilities, at the same time advertising the campaign on billboards inside and outside of the airport.

Incheon Airport is working closely with BBB Korea to help visitors enjoy their time in Korea and overcome language barriers, wherever they are and whomever they are with.

**BBB Campaign**

The BBB Campaign is the one and only knowledge sharing volunteer campaign in the world that is run by over 4,000 volunteers who provide language interpretation and cultural information through their mobile phone in 18 languages. The origin of this campaign goes back to 2002, when an independent citizen volunteer service was organized specifically for foreign visitors who visited Korea to watch the FIFA World Cup Games and needed an interpretation service. With highly positive feedback and support from visitors who used the service, the campaign is now reborn as the ‘Korea BBB Campaign’, operated by a non-profit corporation, which is a subdivision of the Ministry of Culture and Tourism.

**Simple and Easy to use!**

Using the service is simple and easy. When you encounter communication difficulties in Korea, first find a spot where you can make a call. Then dial 1588-5644 and press the number for the language you require, following the guidance. You will then be connected to one of the volunteer interpreters. This service is available all day, all year, and is free because it is a volunteer service. If you do not have a mobile phone with you or cannot find a public phone around, just show the BBB card to a nearby Korean and he/she will be willing to help you with the use of their mobile phone.

**BBB stands for ‘Before Babel Brigade’, ‘Before Babel’ referring to the time before the construction of the Tower of Babel and ‘Brigade’ meaning a group of people organized for a specific purpose. By selecting ‘BBB’ as the title of the campaign, we demonstrate our hope that all of the people around the world can overcome language barriers and communicate with each other, just like in the time Before Babel when people spoke one common language.**

**Incheon Airport Supports BBB!**

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**BBB Representative Call Number 1588-5644**

- English
- Japanese
- Chinese
- French
- Spanish
- Italian
- Russian
- German
- Portuguese
- Arabic
- Polish
- Turkish
- Swedish
- Thai
- Vietnamese
- Malay
- Indonesian
- Mongolian

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**When you need an interpretation service, do not panic! Just call BBB!**

- Any difficulty in communicating in Korea, Just call BBB!
- Get access to free interpretation service provided in 18 languages 24/7 through your mobile phone

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**Log into the BBB App on your Smartphone!**

When you are logged in, select the number of the language you require and you will be directly connected to one of the volunteers through his/her mobile phone without having to go through the automated response system.