



# AirHelp Score 2019: Global Airline Rankings

## Methodology

Every year AirHelp produces a global ranking of the world's best-known airlines.

This year's score examined and ranked 72 of the world's airlines.

We chose the airlines based on the best known and most flown airlines - but we exclude airlines that we are unable to get data for.

To help you understand how we score each airline, these are the factors we consider, and the data we use to assess their performance.



## On-time Performance (33.33% of the score)

AirHelp maintains a database of flight data that ranks among the most reliable and accurate in the world. We use the statistics from that database to find the on-time departure and arrival statistics for every airline's flights.

What counts as on time? We count any flight that departed within 15 minutes of its published departure time, and arrived within 15 minutes of its published arrival time as an on-time flight.

For this year's score we looked at flights between 1st January - 31st December 2018. We calculated how many flights were on time, then we express this number as a percentage. The higher the score, the higher the percentage of flights arriving on time - so a score of 8.5 means 85% of flights were on time.

## What makes the AirHelp database so reliable?

- AirHelp collects data from multiple commercial vendors. We combine this data to create our own database of flight data.
- To ensure our database ranks among the most accurate available we cross-reference our statistics with a variety of reliable sources including government agencies, airport databanks, flight-tracking vendors and historical resources.
- If we do find any conflict between sources we do not 'estimate' an average of the time. Instead, we rank sources by authority, and take the most authoritative figure to be true.



## Service Quality (33.33% of the score)

To assess the quality of service for both airports and airlines, we asked the people who use them. With the cooperation of intelligence platform Attest, we ran hundreds of surveys where we asked over 40 thousand people in more than 40 countries for their opinions.

For our airline score we asked passengers to rate airlines they traveled with for the following three factors:

- Aircraft comfort
- Helpfulness of the crew
- Food offering

Passengers rated each factor on a scale from very good to very bad. We gave each rating a numeric value (from 1 - 5), and added these ratings together to arrive at a final score. The higher the score, the better the airline did across all of these service factors.



## Claim Processing (33.33% of the score)

We believe that an airline should be assessed not just by how they treat their passengers during business as usual, but also by the consideration they show customers when things go wrong.

We have unique insight into this with our own data on how well airlines process their customers' claims for compensation.

To arrive at a score we break their performance down into the following three factors:

- Claim handling: the percentage of an airline's claims that are ignored or wrongfully rejected.
- Claim turnaround: the total time it takes an airline to acknowledge and process a claim.
- Claim payout: the time it takes the airline to pay out the compensation after they approve a claim.



## The Final Score

Each of the categories above is an important part of the score, and we share the airlines' performance according to each.

To arrive at the final ranking, each of the above categories contributes 33.33% of the airline's final score.