



press release

**TORINO AIRPORT AWARDED
THE ACI AIRPORT CUSTOMER EXPERIENCE ACCREDITATION
FIRST ITALIAN AIRPORT IN ITS CATEGORY
TO RECEIVE THE CERTIFICATION**

Caselle Torinese, 2020 June, 4 – Torino Airport awarded the Airport Customer Experience Accreditation of ACI-Airport Council International, the trade association of world airports.

It is a voluntary certification established by ACI World that measures the capacity of airports in managing the passenger experience, as part of the ASQ-Airport Service Quality program, an international benchmark that monitors the quality of services in over 300 airports.

Torino Airport, certified at Level 1, is the first Italian airport in its ACI category (below 5 million passengers annual traffic) to receive this certification.

Among the pillars that led Torino Airport to achieve this result, the investments made in 2019 in the innovation and digital communication fields: last year Torino Airport launched the new Torino Airport App and a renewed e-commerce platform. The launch of the App coincided with the launch of new services related to the airport shopping experience, through the Digital Lockers positioned in the terminal at the Arrivals Level.

Accreditation is a globally recognized model, unique in the airport sector, that validates, on the basis of objective parameters, the ability of the airports to manage the customer experience. To apply, airports must demonstrate their degree of maturity in customer analysis, performance measurement, business management processes connected to the customer experience itself and strategies for improving the quality of the services provided. The issue of the certificate is subject to the evaluation, conducted by an international commission, of compliance with objective requirements, which are the same for all airports, regardless of the volumes of served traffic.

In Italy, in addition to Turin, only two other airports are certified: Venice and Milan Malpensa.

"Torino Airport has assigned quality a transversal role to all business processes - said Andrea Andorno, CEO of Torino Airport -, placing at the center of our action the customer and the constant improvement of his experience at the airport. ACI recognizes therefore our commitment and certifies our orientation to make the passenger journey more and more comfortable and satisfying ".

SAGAT S.p.A. - Società Azionaria Gestione Aeroporto Torino

Rita Pucci, Communication Manager

+39 011 5676 9341; +39 335 8758648

rita.pucci@sagat.trn.it

torinoairport.com

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