

Louis Berger aviation projects honoured

Airports Council International (ACI) recently recognised three of Louis Berger's aviation projects with six Airport Service Quality (ASQ) awards



Sir Seewoosagur Ramgoolam International Airport, Queen Alia International Airport, and Jomo Kenyatta International Airport were distinguished as best-in-class facilities, according to ACI's ASQ passenger satisfaction survey.

"These are all well-deserved recognitions of the dedication to performance and customer experience that each facility demonstrates, and we are honored to have been a part of their efforts to expand and improve their services to travelers and users in general," said Javier Gonzalez, vice president leading Louis Berger's global aviation practice.

ACI named Sir Seewoosagur Ramgoolam International Airport, located in the Republic of Mauritius, as best and most improved airport in Africa, and as the second-best airport in the world serving two to five million passengers annually. Since 2009, Louis Berger, in collaboration with Ammann & Whitney, a Louis Berger company, has provided technical advisory services for the construction of the airport's new terminal, which opened in May 2013.

Kenya's principal aviation facility, Jomo Kenyatta International Airport, also was named fifth-best airport in Africa. Louis Berger, in association with Ammann & Whitney and Runji & Partners Ltd., is performing design reviews and construction supervision services for the construction of a greenfield terminal at the airport in Nairobi, which is expected to increase the airport's capacity to 13 million passengers annually.

In the Middle East, Queen Alia International Airport was chosen as the best airport in the region, as well as the most improved. Louis Berger is providing independent engineering services for the rehabilitation and expansion of the facility in Amman, Jordan. Since the project began in 2008, the firm has been working continuously under four contract extensions.

To be eligible for the annual ASQ awards, an airport must have participated in the survey every month of the year. The survey is conducted according to the airport's sample plan, which was developed by ACI and ensures a representative sample of the airport's flights, destinations and passenger groups. The annual awards program represents passengers' views on key service indicators at more than 300 airports worldwide, and is based on the passenger's full experience, from

check-in to departure.

For more, go to www.louisberger.com.

Source: APO

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