

Air NZ named airline of the year for 2023

- A Monitor Desk Report

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Air New Zealand is being honoured for the seventh time since 2013 for its multi-award-winning in-flight innovations such as the SkyNest economy beds, operational safety, environmental leadership and motivation of its staff.

The Kiwi nudged out previous winners Qatar Airways (2021, 2022), Etihad Airways, Korean Airlines and Singapore Airlines for the top spot.

The AirlineRatings.com Airline Excellence Awards, judged by five editors with over 180 years industry experience, combines major safety and government audits, with 12 key criteria that include: fleet age, passenger reviews, profitability, investment rating, product offerings, and staff relations.

AirlineRatings.com Editor-in-Chief Geoffrey Thomas said: “In our objective analysis Air New Zealand came out number one in many key areas although it was a very close scoring for the top five.”

The Top 25 premium airlines are Air New Zealand, Qatar Airways, Etihad Airways, Korean Air, Singapore Airlines, Qantas, Virgin Australia/Virgin Atlantic, EVA Air, Cathay Pacific Airways, Emirates, Lufthansa / Swiss, SAS, TAP Portugal, All Nippon Airways, Delta Air Lines, Air Canada, British Airways, Jet Blue, JAL, Vietnam Airlines, Turkish Airlines, Hawaiian, KLM, Alaska Airlines and United Airlines.

“Air New Zealand’s commitment to excellence in all facets of its business starts at

the top with outstanding governance and one of the best executive teams in aviation through to a workforce that is delivering consistently to the airline's strategy and customer promise. Like all airlines across the globe Air New Zealand has faced severe disruptions during and after the pandemic and this year huge challenges from storms and cyclones. The airline has responded well. Our editorial team was impressed by the airline's commitment to the economy passenger and on long haul offers more comfort options than any other airline," Mr Thomas said.

Air New Zealand Chief Executive Officer Greg Foran said the recognition is all down to a remarkable team. "We owe our success to the dedication and hard work of our 12,000 Air New Zealanders who wake each morning to connect Kiwis with each other and the world. This award belongs to them for their grit, commitment, and the exceptional service they deliver every day It is a sign that we have got our swing back and that our relentless focus on doing the basics brilliantly and delivering our Kia Mau strategy with precision and ambition is working. As with many airlines worldwide, we understand that our fantastic team faces difficulties in providing the service we strive for and that our customers expect. We're working hard to address these challenges. There is no doubt that we have more work to do to tackle customer concerns like wait times, on-time departures and arrivals, lost baggage, and refunds. We want to thank our customers for their patience and support as we work towards delivering the greatest flying experience on Earth."

Air New Zealand won Best Economy Class while Qatar Airways picked up Best Business Class for the fourth year running and Best Catering.

Singapore Airlines won Best First Class, while Virgin Australia/Virgin Atlantic won Best Cabin Crew.

Best-In-Flight Entertainment and Best Premium Economy went to Emirates, while Qantas picked up Best Lounges.

Air Baltic picked up Best Regional Airline.

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