



ENAIRe sets new records in customer-perceived quality surveys

- The latest study on the quality of its services exceeds the target set by ENAIRe in its strategic plan for 2024 by 3 points, confirming the continuous improvement achieved since records began
- The most recent survey, conducted as part of the 2024 year-end review, registers a new record for perceived quality
- Notably, ENAIRe has improved its perceived service quality by 22.6% among pilots, achieving the highest score in the historical series
- In the four years since implementing ENAIRe's Strategic Plan, Flight Plan 2025, the perceived quality level has increased by 9.5%

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ENAIRe employs surveys and interviews to measure its customers' satisfaction with the services provided, and its compliance with their expectations. These quality studies help the national air traffic management operator identify areas to improve the quality of its services and set new goals for its strategic plans.

Since records began – and thanks to the measures and action plans implemented after each study – the indicator measuring perceived quality among its customers has continuously improved. The results of the latest survey, corresponding to 2024, have confirmed this trend, surpassing the expectations set in the Strategic Plan and achieving significantly high scores among the pilot community.

The result achieved in 2024 is the highest value in the historical series for the second consecutive year, with a 3.1% increase compared to the previous year, surpassing the target set in its strategic plan, Flight Plan 2025.

The perceived quality score is calculated using perceived quality surveys for each customer segment, depending on the services provided by the entity. In



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In addition, in-person interviews are used to analyse the priority expectations and demands, which are relayed to the organisation's Customer Plan.

Commercial pilots gave ENAIRe the highest score in the company's history. This score assesses the perceived quality of the services provided by ENAIRe in the areas of air control, traffic management, communications, navigation and surveillance, the design of airspace procedures, manoeuvres, and more. In all of them, ENAIRe has received a higher rating than in the previous survey, with particular emphasis on the high score for operational safety and communication, navigation, and surveillance services, all with levels above 75%.

Regarding the rating given by the airlines, ENAIRe's aeronautical information services stand out, with a score of 4.2 out of 5, as well as its communication, navigation, and surveillance services, which have a perceived quality level of 81.9%.

For all these services, the surveys highlight the collaboration of ENAIRe's staff, as well as the improvement in communication regarding the status of the projects carried out by the organisation.

In the four years since implementing ENAIRe's Strategic Plan, Flight Plan 2025, the perceived quality level has increased by 9.5%, confirming the growing customer satisfaction and the organisation's commitment to continuous improvement.

Methodology

ENAIRe studies and analyses the level of perceived quality (LPQ) of the services it provides annually with different customer segments. On an alternating basis, it surveys airlines and pilots in even years, and airports and general aviation in odd years.

These studies are conducted in order to determine the needs and expectations of customers while complying with one of the requirements of the ENAIRe Management System, which is certified as per the UNE-EN ISO 9001 standard. Their results are used in a company-wide Action Plan whose aim is to promote continuous improvement.



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About ENAIRE

ENAIRE is the air navigation service provider in Spain.

As a company of the Ministry of Sustainable Transport and Mobility, it provides air traffic control services during the en route and approach phases of all flights to and from Spain and overflights. In addition, it manages communications, navigation and surveillance services from ENAIRE in the airspace and the entire AENA airport network in Spain and provides aerodrome air traffic control services in 21 airports, including the busiest.

ENAIRE is the fourth largest European air navigation service provider, and it is a member of international partnerships A6 Alliance, SESAR (Single European Sky ATM Research) Joint Undertaking, SESAR Deployment Manager, iTEC, CANSO (Civil Air Navigation Services Organisation) and collaborates closely with ICAO (International Civil Aviation Organization).

ENAIRE has received the highest score in Europe on the aviation safety key performance indicator for four years in a row. It has also been awarded the EFQM 600 Seal for its safe, efficient, innovative and sustainable management of air navigation services.



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