



KLIA AWARDS 2016

In our effort to strengthen KLIA's position as a strong regional hub that offers travellers a seamless and joyful experience, we continue honouring all our partners for their excellence through the 12th edition of the KLIA Awards. Congratulations to all winners of KLIA Awards 2016!

CONGRATULATIONS

F&B OUTLET OF THE YEAR

HIGHEST PERCENTAGE OF GROWTH IN SALES ACHIEVEMENT

Urban Food Court, Satellite Building, klia2
(Dewina Host Sdn. Bhd.)

F&B OUTLET OF THE YEAR – OVERALL

Dunkin' Donuts, Main Terminal Building, KLIA
(Golden Donut Sdn. Bhd.)

RETAIL OUTLET OF THE YEAR

HIGHEST PERCENTAGE OF GROWTH IN SALES ACHIEVEMENT

Milano Eyes Fashion, Satellite Building, klia2
(Bolton Optical Sdn. Bhd.)

SERVICE OUTLET OF THE YEAR – OVERALL

CIMB Bureau De Change, International Arrival, KLIA
(CIMB Bank Berhad)

RETAIL OUTLET OF THE YEAR – OVERALL

Perfume & Cosmetic, Satellite Building, KLIA
(Colours & Fragrances Sdn. Bhd.)

SMALL MEDIUM ENTERPRISE OF THE YEAR

Rasa Tidbits, Satellite Building, klia2
(Pandan Klasik Sdn. Bhd.)

SERVICE EXCELLENCE AWARD

AIRPORT SERVICE QUALITY (ASQ) HIGHEST SCORE

TMR Urus Harta Sdn. Bhd.

AIRPORT SERVICE QUALITY (ASQ) MOST IMPROVED SCORE

Royal Malaysian Customs

AIRPORT SERVICE QUALITY (ASQ) STAR PERFORMER AWARD

Azrul Hisam bin A. Razak
DR Group Holdings Sdn. Bhd.

FOREIGN AIRLINE OF THE YEAR BY SECTOR - PASSENGER

South East Asia	Indonesia AirAsia X
North East Asia	All Nippon Airways
Europe	Turkish Airlines
South Asia	Pakistan International Airlines
Middle East	Qatar Airways
Africa	Ethiopian Airlines
Central Asia	Uzbekistan Airways

GOVERNMENT AGENCY OF THE YEAR

Department of Health KLIA

AIRLINE OF THE YEAR – CARGO

MAB Kargo Sdn. Bhd.

FOREIGN AIRLINE OF THE YEAR – CARGO

Cathay Pacific Airways

FOREIGN AIRLINE OF THE YEAR – PASSENGER

Emirates

LOW COST AIRLINE OF THE YEAR – PASSENGER

AirAsia

PROMISING NEW FOREIGN AIRLINE OF THE YEAR – PASSENGER

VietJet Air

BEST ON TIME PERFORMANCE AIRLINE OF THE YEAR – PASSENGER

Silk Air

AIRLINE OF THE YEAR – PASSENGER

AirAsia