

North American Airlines customer satisfaction falls to a 4-year low

	Alaska	Continental	Jet Blue	Southwest	WestJet	Delta	American	Air Canada	Northwest	Frontier	United	US Airways	Air Tran
Overall Satisfaction	5	5	5	4	4	4	3	3	3	2	2	2	2
Costs & Fees Experience	4	4	3	5	2	4	3	2	2	2	2	2	2
In-Flight Services Experience	4	4	5	3	4	4	3	4	2	3	3	2	3
Flight Crew Experience	5	4	3	4	5	4	3	3	3	2	2	2	2
Aircraft Experience	5	4	5	3	4	4	3	4	2	3	2	2	2
Boarding/Deplaning/Baggage Experience	5	4	2	4	5	3	3	3	3	2	2	3	2
Check-In Experience	5	4	3	4	5	4	3	2	3	2	2	2	2
Reservation Experience	5	4	2	5	3	3	3	2	3	2	2	2	2
Average	4.8	4.1	3.5	4.0	4.0	3.8	3.0	2.9	2.6	2.3	2.1	2.1	2.1
	JDP Award		JDP Award										
Analysis: www.BPGroup.org - see the full review at http://bit.ly/191a8h													

J D Powers Consumer Rankings
 5=Among the Best
 4=Better than Most
 3=About Average
 2=The rest

Data Source: J D Power

References:

- <http://www.bpgroup.org>
- www.successfuloutcomes.blogspot.com
- www.bpcommunity.blogspot.com
- <http://twitter.com/stowers>
- <http://www.businessprocessprofessional.com>



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