



Japan Airlines Certified as SKYTRAX 5-Star Airline **for the 8th Consecutive Year**

- Recognized as the World's Top-Quality Airline –



Tokyo, JAPAN - Japan Airlines (JAL), a member of the **oneworld®** alliance, has been awarded the highest rating of "5-Star Airline" for the eighth consecutive year by the international air transport rating organization, Skytrax (*1). The "5-Star" rating is awarded only to airlines that meet the highest global standards across all services, including airport and ground services, inflight service, and onboard facilities. Currently, only 10 airlines worldwide hold this prestigious rating, reflecting JAL's position as a leader in the aviation industry with world-class quality.

(*1) International air transport rating organization, based in London, UK:

<https://skytraxratings.com/the-worlds-5-star-airlines>

Evaluation Points

JAL's product offerings and the quality of service provided by staff at both airports and onboard received high praise. In particular, the introduction of the latest Airbus A350-1000 aircraft has significantly enhanced privacy, leading to exceptional levels of comfort and sophistication, as highlighted in passenger feedback.



- Key factors contributing to the 5-Star rating include:
 - Consistently high-quality hospitality and service across both domestic and international routes
 - The professionalism and commitment to safety demonstrated by cabin crew and other staff members
 - The cleanliness and comfort of cabins, as well as ongoing improvements to onboard facilities
 - Company-wide efforts to enhance customer satisfaction through continuous product and service improvements

Additionally, with the cooperation of valued customers, JAL has achieved the No.1 ranking in the Asia-Pacific category (*2) for on-time performance in 2024, as announced by Cirium, a UK-based aviation analytics provider.

(*2) Nominees for this category include major airlines in the Asia-Pacific region (excluding the United States).

JAL remains committed to delivering safe, secure, and environmentally friendly flights that respect diverse values. As a "5-Star" airline, JAL will continue to strive to provide products and services that meet the highest standards.