



Category : Awards

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Japan Airlines Named World's Best Economy Class and the World's Best Economy Class Seat at Skytrax World Airline Awards Ceremony 2023

TOKYO, Japan — Japan Airlines (JAL), a member of the **oneworld®** alliance, today announced that it has been awarded the prestigious title of “World’s Best Economy Class” and the “World’s Best Economy Class Seat” at the annual Skytrax World Airline Awards Ceremony held in Paris, France. This marks JAL's third win in this category, following an initial victory in 2019.

The ceremony was hosted by Skytrax, a leading international air transport rating and consulting company, after an independent online survey of air travelers in more than 100 countries around the world to determine airline rankings in various categories. JAL's exceptional performance and unwavering dedication to delivering a superior economy class experience was once again acknowledged by passengers globally.



The key factors that contributed to JAL's success in winning the "World's Best Economy Class" award include:

1. Cabin Attendants' Knowledge and Hospitality: JAL's cabin attendants demonstrated an exceptional level of expertise in products, services, and safety. Their personalized hospitality and friendliness have consistently left a lasting impression on passengers.

2. Unparalleled Comfort: JAL's Economy Class offers the highest level of comfort, characterized by spacious seating arrangements that prioritize customers' well-being and relaxation throughout their journey.

JAL Economy Class Seat: <https://www.jal.co.jp/en/inter/service/economy/seat/skywider.html>

3. Cutting-Edge Inflight Meals: JAL's inflight meals, curated under the guidance of leading chefs, focus on the theme of "inflight meals for the future." This innovative approach has provided passengers with extraordinary culinary experiences above the clouds.

JAL's Premium Economy Class/ Economy Class menus: "RED à table":

https://www.jal.co.jp/en/inter/service/newsky/kitchen_gallery/red.html



Mr. Edward Plaisted, CEO of Skytrax stated, "We congratulate Japan Airlines on this fantastic achievement of winning this top accolade as the World's Best Economy Class Airline for the third time. As the standard travel cabin for most customers this is one of the major award categories and was a large aspect in Japan Airlines securing a top -5 finish in the overall awards survey this year."

Yuji Akasaka, President of Japan Airlines stated, "All of our employees are especially honored to receive this prestigious award for the third time. I would like to express our sincere gratitude to our customers for voting our economy class as the best in the world."



Japan Airlines is committed to providing customers with the highest levels of flight safety and quality in every aspect of its service and aims to become the most preferred airline in the world. The JAL Group will continue to embrace new challenges to deliver greater customer convenience, enhance its international network, and continue to improve the quality of its products and services.

About Japan Airlines

Japan Airlines (JAL) was founded in 1951 and became the first international airline in Japan. A member of the **oneworld**® Alliance, the airline now reaches 376 airports in 64 countries and regions together with its codeshare partners with a modern fleet of 224 aircraft. JAL Mileage Bank (JMB), the airline's loyalty program, is one of the largest mileage programs in Asia. Awarded as one of the most punctual major international airlines and a certified 5-Star Airline by Skytrax and a "World Class" airline by APEX. JAL is committed to providing customers with the highest levels of flight safety and quality in every aspect of its service, and to becoming one of the most preferred airlines in the world.