

## Rise in second quarter's Customer Satisfaction Index



THE Customer Satisfaction Index of Singapore for transport and logistics sector rose to 72.7 out of 100 points in the second quarter – a 6.4 per cent year-on-year improvement. This is the highest score the sector has recorded since tracking began in 2007.

Changi Airport led the improvement, with a 17.4 per cent increase to 85.5 points.

The public education sector saw a 7.9 per cent improvement to 72.8 points. The private education sector improved by 4.6 per cent to 72.2 points.

The index results was released by the Institute of Service Excellence at the Singapore Management University.