

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
September 05, 2003

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16
of the Securities Exchange Act of 1934

For the month of September 2003

RYANAIR HOLDINGS PLC
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office
Dublin Airport
County Dublin Ireland
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- _____

RYANAIR ANNOUNCES CUSTOMER SERVICE STATISTICS FOR AUGUST 2003

Ryanair, Europe's No.1 low fares airline, today (5 September 03) released its customer service statistics for August 2003. Ryanair is committed to publishing customer service statistics each month, unlike Aer Lingus, and these confirm that Ryanair is also No. 1 for Customer Service.

-92% of all Ryanair's 14,784 flights during August arrived on time.

-Ryanair has set the standard as the No.1 on-time airline beating easyjet every week this year and as the No. 1 airline for the fewest cancellations.

-Complaints registered at less than 1 (0.39) complaint per 1000

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

passengers.

-Mislaid baggage registered at less than 1 (0.72) mislaid bag per 1000 passengers.

Passenger Statistics - August -----	2002 -----	2003 -----
On-time flights -----	70.5%	92%
Complaints per 1000 pax -----	0.62	0.39
Baggage complaints per 1000 pax -----	1.83	0.72
Complaints answered within 7 days -----	N/A	100%

Ends 5th September 2003

For further information:	Paul Fitzsimmons	Pauline McAlester
	Ryanair	Murray Consultants
	Tel: + 353 1 812 1228	Tel: + 353 1 4980300

Ryanair Monthly Statistics Compared with Association of European Airlines

The following averages are based on the Association of European Airlines monthly performance statistics for our major competitors for July 2003 and figures published on airline websites.

Ryanair No. 1 on time airline in Europe

Airline -----	Ranking -----	% -----
Ryanair -----	1	92.67
SAS -----	2	91.50
Lufthansa -----	3	86.20
British Airways -----	4	77.60
Iberia -----	5	82.30
Air France -----	6	78.80
Easyjet -----	7	75.50
Alitalia -----	8	72.20

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

Aer Lingus

Not Published

% Flights
arriving within
15 minutes of
scheduled time

Ryanair No. 1 airline for fewest lost bags

Airline -----	Ranking -----	Baggage lost per 1000 passengers -----
Ryanair -----	1 -----	0.55 -----
SAS -----	2 -----	11.6 -----
Iberia -----	3 -----	11.9 -----
Austrian -----	4 -----	11.9 -----
Lufthansa -----	5 -----	14.9 -----
Air France -----	6 -----	19.6 -----
Alitalia -----	7 -----	21.0 -----
British Airways -----	8 -----	24.1 -----
easyJet -----	Not Published -----	
Aer Lingus -----	Not Published -----	

Ryanair No. 1 airline for fewest cancellations

Airline -----	Ranking -----	% flights completed -----
Ryanair -----	1 -----	99.24 -----
Iberia -----	2 -----	98.97 -----
Lufthansa -----	3 -----	98.91 -----

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

SAS -----	4 -----	98.84 -----
Austrian -----	5 -----	98.66 -----
British Airways -----	6 -----	98.54 -----
Alitalia -----	7 -----	98.30 -----
Air France -----	8 -----	97.93 -----
easyJet -----	Not Published -----	
Aer Lingus -----	Not Published -----	

Source: AEA
Consumer
Reports January
- July 2003

Ryanair No. 1 in US Punctuality Comparison

Airline -----	Ranking -----	% punctuality -----
Ryanair -----	1 -----	92.67 -----
JetBlue -----	2 -----	87.6 -----
Southwest -----	3 -----	84 -----
Northwest -----	4 -----	83.3 -----
Alaska -----	5 -----	82.4 -----
America West -----	6 -----	82.3 -----
United -----	7 -----	81.1 -----
Continental -----	8 -----	80.4 -----
Delta -----	9 -----	79.8 -----
American Eagle -----	10 -----	79.3 -----

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

American -----	11 -----	76.4 -----
US Airways -----	12 -----	74.2 -----

Source: US DOT
Consumer Report
for July 2003

Ryanair beats easyJet every week on punctuality

Week Ending		On Times		Ryanair Position
		Ryanair	easyJet	
1.	06-Jan	81%	72%	1
2.	12-Jan	84%	76%	1
3.	19-Jan	93%	86%	1
4.	26-Jan	97%	88%	1
5.	02-Feb	81%	64%	1
6.	09 Feb	90%	63%	1
7.	16 Feb	89%	73%	1
8.	23-Feb	86%	72%	1
9.	02- Mar	91%	79%	1
10.	09-Mar	88%	81%	1
11.	16-Mar	94%	86%	1
12.	23-Mar	86%	82%	1
13.	30-Mar	93%	78%	1
14.	6-April	92%	68%	1
15.	13-Apr	95%	79%	1
16.	20-Apr	93%	78%	1
17.	27-Apr	97%	81%	1
18.	05 May	91%	75%	1
19.	11-May	94%	81%	1
20.	18-May	92%	70%	1
21.	25-May	91%	NA	1

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

22.	1-Jun	90%	63%	1
23.	8-Jun	90%	62%	1
24.	15-Jun	95%	77%	1
25.	22-Jun	94%	74%	1
26.	29-Jun	92%	72%	1
27.	6-Jul	92%	67%	1
28.	13-Jul	96%	78%	1
29.	20-Jul	88%	71%	1
30.	27-Jul	94%	71%	1
31.	03-Aug	93%	75%	1
32.	10-Aug	89%	75%	1
33.	17-Aug	92%	74%	1
34.	24-Aug	95%	78%	1

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 05 September 2003

By:___/s/ Howard Millar___

H Millar
Company Secretary & Finance Director