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## Roy Morgan Customer Satisfaction Awards 2019: automotive and airline winners

The annual Roy Morgan Customer Satisfaction Awards were presented in Melbourne on Tuesday evening. The automotive and airline categories included wins by first-time and past winners, as well as Qantas securing both domestic airline awards.

Past award winner **Lexus** once again secured the Car Manufacturer of the Year award, taking its total to five award wins in the category. **Mazda** won its first Roy Morgan Customer Satisfaction Award in the new category of Major Car Manufacturer of the Year.

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*Lexus Manager of Marketing Operations Tracey Schouten accepts the Car Manufacturer of the Year Award. Lexus would later be awarded the Annual Roy Morgan 'Best of the Best' Award for the highest customer satisfaction rating of any of the 41 category winners on the night.*

The three airline awards were presented to two winners. **Qantas** was the big success story of the night, winning both the Domestic Airline and Domestic Business Travel Airline categories in convincing fashion while **Singapore Airlines** put together another strong twelve months, winning the International Airline of the Year category for a sixth time.

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*Qantas Head of Business & Government Sales Neelum Prakash accepts the Domestic Airline & Domestic Business Airline of the Year Awards from Roy Morgan CEO Michele Levine.*



*Elated Singapore Airlines team members Philip Goh, Regional Vice-President South-West Pacific and Ping' En Fan, Regional Manager of Customer Services & Operations with Roy Morgan Chairman, Gary Morgan (left) and CEO, Michele Levine (right)*

**Auto and Airlines category winners for 2019:**

Car Manufacturer of the Year	<a href="#">Lexus</a>
Major Car Manufacturer of the Year	<a href="#">Mazda</a>
International Airline of the Year	<a href="#">Singapore Airlines</a>
Domestic Airline of the Year	<a href="#">Qantas</a>
Domestic Business Travel Airline of the Year	<a href="#">Qantas</a>

**Click on the winners to view acceptance speeches by representatives of Lexus, Mazda, Singapore Airlines and Qantas.**

**Michele Levine, CEO, Roy Morgan, says:**

*"It's a reflection of the quality of Roy Morgan's customer satisfaction data that most award winners – such as those in the automotive and airline categories – are well known brands with very strong reputations."*

*"After a brief hiatus, Lexus returned to the winner's podium, taking out the Car Manufacturer of the Year award, despite some stiff competition throughout 2019. This year's awards also welcomed Mazda, after it secured its first award in the all new category of Major Car Manufacturer of the Year."*

*"When it comes to air travel and tourism, there were no huge surprises in this year's awards. Singapore Airlines and Qantas both finished another dominant year, with each securing their respective awards."*

**To learn more about Roy Morgan's auto and airlines data call (+61) (3) 9224 5309 or email [askroymorgan@roymorgan.com](mailto:askroymorgan@roymorgan.com).**

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**About Roy Morgan**

Roy Morgan is Australia's largest independent Australian research company, with offices in each state, as well as in the U.S. and U.K. A full-service research organisation, Roy Morgan has over 75 years' experience collecting objective, independent information on consumers.