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RYANAIR HOLDINGS PLC  
Form 6-K  
July 07, 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 JULY, 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'S CUSTOMER SERVICE STATISTICS FOR JUNE 2003

Ryanair, Europe's No.1 low fares airline, today (4th July 03) released its  
customer service statistics for June 2003. Ryanair is committed to publishing  
customer service statistics each month and these confirm that Ryanair is also  
No. 1 for Customer Service.

- 92% of all Ryanair's 14,363 flights during June 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 complaint per 1000 passengers.

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- Mislaidd baggage registered at less than 1 mislaidd bag per 1000 passengers.

|                                   |      |        |
|-----------------------------------|------|--------|
| On-time flights                   | 71%  | 92.47% |
| Complaints per 1000 pax           | 1.02 | 0.49   |
| Baggage complaints per 1000 pax   | 1.51 | 0.72   |
| Complaints answered within 7 days | N/A  | 99.9%  |

Ends 4th July 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 Jan-May 2003 and figures published on airline websites.

Ryanair No. 1 on time airline in Europe

|                 |               |    |
|-----------------|---------------|----|
| Ryanair         | 1             | 91 |
| SAS             | 2             | 88 |
| Lufthansa       | 3             | 84 |
| British Airways | 4             | 79 |
| Air France      | 5             | 78 |
| Easyjet         | 6             | 76 |
| Alitalia        | 7             | 65 |
| Aer Lingus      | Not Published |    |

% Flights  
 arriving within  
 15 minutes of  
 scheduled time

Ryanair No. 1 airline for fewest lost bags

|           |   |       |
|-----------|---|-------|
| Ryanair   | 1 | 0.74  |
| SAS       | 2 | 11.16 |
| Lufthansa | 3 | 13.64 |
| Austrian  | 4 | 15.18 |

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|                 |               |       |
|-----------------|---------------|-------|
| British Airways | 5             | 16.16 |
| Alitalia        | 6             | 18.60 |
| Air France      | 7             | 20.56 |
| easyJet         | Not Published |       |
| Aer Lingus      | Not Published |       |

Ryanair No. 1 airline for fewest cancellations

|                 |               |        |
|-----------------|---------------|--------|
| Ryanair         | 1             | 99.29% |
| Lufthansa       | 2             | 99.23% |
| Austrian        | 3             | 98.48% |
| Alitalia        | 4             | 98.48% |
| SAS             | 5             | 98.46% |
| British Airways | 6             | 98.46% |
| Air France      | 7             | 97.88% |
| easyJet         | Not Published |        |
| Aer Lingus      | Not Published |        |

Ryanair beats easyJet every week on punctuality

| Week Ending |         | On Times |         | Ryanair<br>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                   |

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|     |        |     |     |   |
|-----|--------|-----|-----|---|
| 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 |

## Ryanair No. 1 in US Punctuality Comparison

|                |    |      |
|----------------|----|------|
| Ryanair        | 1  | 91.0 |
| Southwest      | 2  | 90.1 |
| JetBlue        | 3  | 90.1 |
| Alaska         | 4  | 87.4 |
| Continental    | 5  | 86.7 |
| America West   | 6  | 85.9 |
| Northwest      | 7  | 85.8 |
| United         | 8  | 85.4 |
| American       | 9  | 84.7 |
| American Eagle | 10 | 84.4 |
| Delta          | 11 | 83.8 |
| US Airways     | 12 | 80.7 |

Source: US DOT Consumer Report for May 2003

## 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: 4 July 2003

By:\_\_\_\_/s/ Howard Millar\_\_\_\_

H Millar  
Company Secretary & Finance Director