

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
April 08, 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 April, 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 MARCH 2003

Ryanair, Europe's No.1 low fares airline, today (Tuesday, 8th April 2003) released its customer service statistics for March 2003. Ryanair, as part of its Customer Charter, is committed to publishing customer service statistics each month, unlike high fare's airlines that are reluctant to reveal their own performance figures.

91% of all Ryanair's 11,046 flights during March03 arrived on time. Again, no other European airline is delivering this type of performance, month after month.

## Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

Ryanair is setting the standard as the No.1 on-time airline beating easyjet in 27 of the last 30 weeks.

Complaints per 1,000 passengers registered at less than 1 complaint for the month of March, at 0.95 complaints.

Misled baggage per 1,000 passengers registered an improvement on February to 0.60 mis-led bags.

| PASSENGER STATISTICS - MARCH 2003 | 2002 | 2003 |
|-----------------------------------|------|------|
| On-time flights                   | 84%  | 91%  |
| Complaints per 1,000 pax          | 0.89 | 0.95 |
| Baggage complaints per 1,000 pax  | 0.80 | 0.60 |
| Complaints answered with 7 days   | n/a  | 100% |

As part of Ryanair's commitment to customer service, and as stipulated in Ryanair's Passenger Charter, we respond to our customers complaint, baggage and refund letters within 7 working days. Easyjet will endeavour to get a written response back to customers in 20 working days, and the high fares airlines average 28 days.

For full details of Ryanair's industry leading customer service commitments, take a look at our Customer Service Charter on: [www.ryanair.com/charter/commitment](http://www.ryanair.com/charter/commitment).

### RYANAIR/EASYJET PUNCTUALITY COMPARISONS:

|    | Week Ending | Ryanair |       | easyJet       |       | Ryanair Position |
|----|-------------|---------|-------|---------------|-------|------------------|
|    |             | On Time | W. 60 | On time       | W. 60 |                  |
| 1. | 08-Sep      | 79%     | 97%   | 70%           | 92%   | 1                |
| 2  | 15-Sep      | 77%     | 97%   | 75%           | 93%   | 1                |
| 3  | 22-Sep      | 84%     | 98%   | 83%           | 97%   | 1                |
| 4  | 29-Sep      | 85%     | 98%   | 78%           | 93%   | 1                |
| 5  | 06-Oct      | 89%     | 99%   | Not Published |       | 1                |
| 6  | 13-Oct      | 87%     | 99%   | 84%           | 94%   | 1                |
| 7  | 20-Oct      | 84%     | 99%   | 80%           | 96%   | 1                |
| 8  | 27-Oct      | 78%     | 95%   | 68%           | 90%   | 1                |
| 9  | 03-Nov      | 86%     | 98%   | 81%           | 95%   | 1                |
| 10 | 10-Nov      | 89%     | 99%   | 82%           | 95%   | 1                |
| 11 | 17-Nov      | 87%     | 98%   | 79%           | 93%   | 1                |
| 12 | 24-Nov      | 85%     | 97%   | 86%           | 97%   | 2                |
| 13 | 01-Dec      | 84%     | 96%   | 80%           | 93%   | 1                |
| 14 | 08-Dec      | 87%     | 98%   | 83%           | 97%   | 1                |
| 15 | 15-Dec      | 75%     | 95%   | 78%           | 96%   | 2                |
| 16 | 22-Dec      | 65%     | 90%   | 83%           | 94%   | 2                |
| 17 | 29-Dec      | 83%     | 97%   | 75%           | 94%   | 1                |
| 18 | 06-Jan      | 81%     | 97%   | 72%           | 92%   | 1                |
| 19 | 12-Jan      | 84%     | 98%   | 76%           | 92%   | 1                |
| 20 | 19-Jan      | 93%     | 99%   | 86%           | 97%   | 1                |
| 21 | 26-Jan      | 97%     | 99%   | 88%           | 98%   | 1                |
| 22 | 02-Feb      | 81%     | 94%   | 64%           | 84%   | 1                |
| 23 | 09 Feb      | 90%     | 98%   | 63%           | 85%   | 1                |
| 24 | 16 Feb      | 89%     | 99%   | 73%           | 92%   | 1                |
| 25 | 23-Feb      | 86%     | 96%   | 72%           | 90%   | 1                |

## Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

|    |          |     |     |     |     |   |
|----|----------|-----|-----|-----|-----|---|
| 26 | 02- Mar  | 91% | 99% | 79% | 96% | 1 |
| 27 | 09-Mar   | 88% | 97% | 81% | 96% | 1 |
| 28 | 16-Mar   | 94% | 99% | 86% | 97% | 1 |
| 29 | 23-March | 86% | 94% | 82% | 94% | 1 |
| 30 | 30-March | 93% | 98% | 78% | 94% | 1 |

Ends: Tuesday, 8th April 2003

For further information:

|                            |                            |
|----------------------------|----------------------------|
| Paul Fitzsimmons @ Ryanair | Pauline McAlester @ Murray |
|                            | Consultants                |
| Tel: 00 353 1 8121228      | Tel: 00 353 1 4980300      |

END

### 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: 08 April 2003

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

H Millar  
Company Secretary & Finance Director