CHINA EASTERN LAUNCHES CUSTOMER AIRLINES SERVICES CENTER

News / Airlines

China Eastern Airlines (MU) officially inaugurated the Customer Airlines Services Center in Shanghai last Friday, marking its efforts in building a comprehensive ground services provider.

China has become the world's second largest air travel market and attracted the global attention for its fast-growing potential in the civil aviation sector. Shanghai Pudong International Airport (PVG) registered a growth rate of 9.5% in 2014 and 17.7% in the first half of 2015, much faster than other hub airports in Asia-Pacific.

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Relying on its strength in ground handling, the Shanghai-based carrier is committed to providing customer airlines with ground services, such as customer services, apron operations, aircraft maintenance, cargo handling and catering.

The inauguration of the center marks the transformation of the airline's ground handling system into a professional ground services provider, offering comprehensive, one-off and integrated world-class ground services to domestic and overseas airlines.

The center will develop customized services to create more value for customers. It will enhance cooperation with customers on transit services through the airline's route network, and provide premium products such as crew service, business dispatch, apron monitoring, etc.

China Eastern said, first-class airlines demand first-class ground agency services, and first-class ground agencies help build first-class airlines. China Eastern will build world-class ground agent business to complement its main business.

As of the end of August 2015, China Eastern operates a fleet of more than 530 aircraft, carrying 90 million passengers annually, with its route network reaching 1,052 destinations in 177 countries and regions. China Eastern is one of the world's top 10 largest airlines for fleet size and the number of passengers carried.

Since the airline commenced ground services for its first customer in 1988, it has provided professional ground services for more than 60 customer airlines worldwide.

According to statistics, China Eastern provides ground services for more than 80,000 flights in Shanghai each year, serving 14 million passengers and 2.3 million tonnes of cargo and mail. It is the largest and most professional ground services provider in Shanghai with a market share of over 50%.

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