



შ.პ.ს. „საკაერონავიგაცია“
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“SAKAERONAVIGATSIA” LTD. - Aeronautical Information Service

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CUSTOMER SATISFACTION QUESTIONNAIRE

Dear Madam/Sir,

We would like to ask you to complete this Customer Satisfaction Questionnaire, which will help us to evaluate the level of your satisfaction regarding the services provided by AIS of Georgia.

Organization:	
Contact information:	
Date of filling:	

1. How do you rate the aeronautical information quality published by NOTAM/SNOWTAM?

I don't use this service

	poor	good	excellent
Clearness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments:

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2. How do you rate pre-flight information provision (PIB) quality?

I don't use this service

	poor	good	excellent
Data filtering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments:

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3. How do you rate the quality of Flight Plan and associated messages?

I don't use this service

	poor	good	excellent
Completeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments:

4. How do you estimate the overall quality of service provided by our office?

poor good excellent

Your comments:

Thank you!