

 SAKAERONAVIGATSIA	<b>CUSTOMER SATISFACTION QUESTIONNAIRE</b>	AIS-CSQB
		Version: 5
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### Customer Satisfaction Questionnaire

Dear Madam/Sir,

We would like to ask you to complete this Customer Satisfaction Questionnaire, in order to help us to establish the level of your satisfaction with the services provided by AIS (Briefing-NOTAM office) of Georgia.

Organization	
Contact information	
Date of filling	

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

I do not use this service

	poor	good	excellent
Clarity	<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:

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

I do not 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:

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

I do not use this service

	<b>poor</b>	<b>good</b>	<b>excellent</b>
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 the service provided by our office?**

poor    good    excellent

Your comments:

**5. How do you rate ais.airnav.ge website?**

poor    good    excellent  
 I do not use this service

Your comments:

*Thank you!*