 <b>UGANDA</b>	<b>Form No:</b>	CAA/CORP/OF/08(a)
	<b>Title:</b>	Customer Satisfaction Questionnaire
	<b>Issue date:</b>	2015-11-20
	<b>Issue No:</b>	02

**Introduction:**

The aeronautical information management department is committed to providing quality service to our valued customers. We wish to take this opportunity to gain an insight into how you perceived our service this year. We therefore request you to take a few minutes to answer the following questions as honestly as possible. This shall help the AIM department to respond appropriately as we strive to meet and exceed the expectations of our customers. We thank you in advance for your valued feedback. After completion, kindly send through [ais@caa.co.ug](mailto:ais@caa.co.ug)

\*Name/Organisation: .....


\*Email(s): .....

(\*Optional)

	1	2	3	4
<b>Degree of importance</b>	Not very important	Fairly important	Important	Very important
<b>Degree of satisfaction</b>	Not very satisfactory	Fairly important	Satisfactory	Very satisfactory

*Please put a mark against the level applicable to your satisfaction rating.*

<b>1- Publication Services</b>												
<b>Degree of importance</b>				<b>Criteria</b>	<b>Degree of Satisfaction</b>							
1	2	3	4		1	2	3	4				
				Degree of Uganda AIP compliance with ICAO SARPs.								
				Sufficiency and accuracy of the published aeronautical information (AIP, AIP AMDT, AIP SUP and AIC).								
				Quality of the aeronautical charts.								
				Timeliness of reception of hard copies of AIP, AIP AMDT, AIP SUP and AIC								
				Timeliness of reception of soft copies of AIP, AIP AMDT, AIP SUP and AIC								
<b>2- Flight Plan and Briefing Services</b>												
				Ease of access to the Aerodrome AIS Unit.								
				Timeliness of FPL originating from Uganda Aerodrome AIS Unit.								
				Availability of documents in the Aerodrome AIS unit.								
				Currency of documents.								
				Availability of Up to date Charts at the Aerodrome AIS Unit								
				Time taken to respond to PIB requests								
				Conformity of the manual PIB with the request.								
				Presentation of PIB								
				Availability of space for plotting and reference to documents in the Aerodrome AIS Unit								

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**3- NOTAM Services**

Degree of importance					Criteria	Degree of Satisfaction			
1	2	3	4	1		2	3	4	
					Timely cancellation or replacement of NOTAM with 'EST'				
					Clarity and conciseness of NOTAM texts.				
					Sufficiency and accuracy of the aeronautical information published by NOTAM				
					Timely Publication of Aeronautical information by NOTAM				

**4- General**

	1	2	3	4
Professionalism and courteousness of departmental staff				
Knowledge of the staff you deal directly with				
Helpfulness of the staff				
Attitude/customer care of the staff responding to queries				
Meeting expectations				
Resolving queries				
Providing workable options to unresolved queries				
Speed at which the service / product is delivered				
Response time to queries				
Service provided				

**General Comments (tick)**  
**I would overall rate the Aeronautical Information Service as:**

Excellent
  Very Good
  Good
  Average
  Poor
  Very Poor

**Any other suggestions to improve our services would be highly appreciated:**  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....

**Signature:** ..... **Date:** .....