 UGANDA	Form No:	CAA/CORP/OF/08(a)
	Title:	Customer Satisfaction Questionnaire
	Revision date:	01-11-21
	Revision No:	03

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 in the period of use. 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

*Name/Organisation:


*Email(s):

(*Optional)

	1	2	3	4	5
Degree of satisfaction	Very Dissatisfied	Dissatisfied	Fair	Satisfied	Very Satisfied

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

1- Publication Services	<input type="checkbox"/> Applicable	<input type="checkbox"/> N/A				
Criteria	Degree of Satisfaction					
	1	2	3	4	5	N/A
Degree of Uganda AIP compliance with ICAO SARPs.						
Sufficiency of the published aeronautical information in the AIP.						
Accuracy of the published aeronautical information in the AIP.						
Sufficiency of the published aeronautical information in the AIP AMDT.						
Accuracy of the published aeronautical information in the AIP AMDT.						
Sufficiency of the published aeronautical information in the AIP SUP.						
Accuracy of the published aeronautical information in the AIP SUP.						
Sufficiency accuracy of the published aeronautical information in the AIC.						
Accuracy of the published aeronautical information in the AIC.						
Quality of the AIP CD copy.						
Quality of the AIP paper copy.						
Quality of the eAIP.						
Availability of documents in the AIS library.						
Currency of documents in the AIS library.						
Timeliness of reception of CD/Paper AIP AMDT, AIP SUP and AIC.						
Timeliness in the email reception of AIP SUP and AIC.						
Timeliness of upload of AIP AMDT, AIP SUP and AIC and on the AIM website.						
Reliability of eAIP service.						
Ease of the subscription to the AIP Uganda						


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2- Flight Plan and Briefing Services <input type="checkbox"/> <i>Applicable</i> <input type="checkbox"/> <i>N/A</i>							
Criteria	Degree of Satisfaction						
Ease of access to the Aerodrome AIS Unit.	1	2	3	4	5	N/A	
Timeliness of FPL approval from Aerodrome AIS Unit.							
Availability of reference documents in the Aerodrome AIS unit.							
Currency of reference documents.							
Time taken to respond to PIB requests.							
Conformity of the manual PIB with the request.							
Presentation of PIB.							
Reliability of online flight planning service.							
Reliability of PIB service.							
Quality of online flight planning service.							
Quality of PIB service.							
Availability of space for plotting and referencing documents in the Aerodrome AIS Unit.							

3- NOTAM Services <input type="checkbox"/> <i>Applicable</i> <input type="checkbox"/> <i>N/A</i>							
Criteria	Degree of Satisfaction						
	1	2	3	4	5	N/A	
Timely cancellation or replacement of NOTAM with 'EST'							
Clarity and conciseness of NOTAM texts.							
Sufficiency of the aeronautical information published by NOTAM							
Accuracy of the aeronautical information published by NOTAM							
Timely Publication of Aeronautical information by NOTAM							
Quality of ASHTAM received.							
Quality of SNOWTAM received.							

4-Aeronautical Chart Services <input type="checkbox"/> <i>Applicable</i> <input type="checkbox"/> <i>N/A</i>							
Criteria	Degree of Satisfaction						
	1	2	3	4	5	N/A	
Degree of aeronautical chart compliance with the stage of flight.							
Quality of aeronautical charts.							
Availability of required charts.							
Availability of up to date charts for preflight briefing.							

5- AIM WEBSITE <input type="checkbox"/> <i>Applicable</i> <input type="checkbox"/> <i>N/A</i>							
Criteria	Degree of Satisfaction						
	1	2	3	4	5	N/A	

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Accuracy of information.						
Ease of use of the website.						
Availability of required content.						
Meeting of expectations.						

6. Communication services ☐ *Applicable* ☐ *N/A*

Criteria	Degree of Satisfaction					
	1	2	3	4	5	N/A
Efficiency of the Aeronautical Fixed Service (AFS).						
Reliability of the Aeronautical Fixed Service (AFS).						
Efficiency of the Aeronautical Mobile Service (AMS).						
Reliability of the Aeronautical Mobile Service (AMS).						

7- General ☐ *Applicable* ☐ *N/A*

Criteria	Degree of Satisfaction					
	1	2	3	4	5	N/A
Professionalism and courteousness of departmental staff.						
Competence 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:

☐ Very Dissatisfied
 ☐ Dissatisfied
 ☐ Fair
 ☐ Satisfied
 ☐ Very Satisfied

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

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Signature:

Date:

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GLOSSARY OF TERMS AND ACRONYMS

AIC	- Aeronautical Information Circular.
AIM	- Aeronautical Information Management.
AIP	- Aeronautical Information Publication.
AIS	- Aeronautical Information Service.
AMDT	- Amendment.
ASHTAM	- Special series NOTAM notifying by means of a specific format change in activity of a volcano, a volcanic eruption and/or volcanic ash cloud that is of significance to aircraft operations.
EST	- Estimate.
ICAO	- International Civil Aviation Organization.
N/A	- Not Applicable.
NOTAM	- Notice distributed by means of telecommunication containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.
PIB	- Pre-flight information bulletin.
SARPS	- Standards and Recommended Practices.
SNOWTAM	- Special series NOTAM notifying the presence or removal of hazardous conditions due to snow, ice, slush or standing water associated with snow, slush and ice on the movement area, by means of a specific format.
SUP	- Supplement.