

	PAKISTAN CIVIL AVIATION AUTHORITY Customer Satisfaction Questionnaire	CAAF-042-OPAT-1.0
	AERONAUTICAL INFORMATION MANAGEMENT (AIM)	

Dear Subscriber,

We would be grateful if you spend a few minutes to complete this Customer Satisfaction Questionnaire and your feedback/suggestion to help us to continuously improve our service up to your expectation.

It will be appreciated if we could receive your answers within 15 days of receiving this questionnaire by fax +92 21 9924 2045 or by email addressed to aisophq@caapakistan.com.pk or by post addressed to *Aeronautical Information Management, Headquarters, Pakistan Civil Aviation Authority, Terminal-1, JIAP Karachi-75200 Pakistan.*

Please tick the appropriate box to indicate your degree of satisfaction.

1. AIM Management						
		<i>Excellent</i>	<i>Good</i>	<i>Acceptable</i>	<i>Poor</i>	<i>Worst</i>
1.1	What is your overall satisfaction with the services provided by AIM?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2	What is the response time your request takes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3	How do you judge the attitude of AIM Staff towards customers / users?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4	What is your opinion of the price-range of the products offered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Services provided by AIM are:					
		<input type="checkbox"/>	Customer oriented			
		<input type="checkbox"/>	Flexible			
		<input type="checkbox"/>	Efficient			
		<input type="checkbox"/>	Professionals			
		<input type="checkbox"/>	None of these			
		<i>Always</i>	<i>In 75% of case</i>	<i>In 50% of case</i>	<i>In 25% of case</i>	<i>Never</i>
1.6	Do you receive AIRAC changes 28 days prior to their effective date?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Printed Publications						
		<i>Excellent</i>	<i>Good</i>	<i>Acceptable</i>	<i>Poor</i>	<i>Worst</i>
2.1	What is your overall evaluation of the quality of printed publications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2	What is your overall evaluation of the AIP arrangement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	What is your evaluation with the physical view and quality of AIM Integrated package (AIP Amendment, Supplement AIC & NOTAM Checklist)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4	What is your overall evaluation of integrity and accuracy of Aeronautical information provided in AIS publications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5	What is your overall evaluation of the quality of chart?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. NOTAM						
		<i>Excellent</i>	<i>Good</i>	<i>Acceptable</i>	<i>Poor</i>	<i>Worst</i>
3.1	What is your overall evaluation of NOTAM as to their availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	What is your overall evaluation as to their accuracy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. CD						
		<i>Excellent</i>	<i>Good</i>	<i>Acceptable</i>	<i>Poor</i>	<i>Worst</i>
4.1	What is your overall evaluation of the quality of aeronautical information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	How do u assess aeronautical information provided on CD as to their topically and timely delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. CAA Website:						
		<i>Excellent</i>	<i>Good</i>	<i>Acceptable</i>	<i>Poor</i>	<i>Worst</i>
5.1	Are you satisfied with the services provided by CAA website i.e. Monthly NOTAM Summaries, AIP Supplements and AIC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Complaints:**7. Suggestions** (Extra sheet may be attached if required):**8. Category of Respondents / Subscribers****Name and Address:**

<input type="checkbox"/>	<i>AIS/AIM</i>	
<input type="checkbox"/>	<i>Airline Operators</i>	
<input type="checkbox"/>	<i>Airport (Aerodrome)</i>	
<input type="checkbox"/>	<i>Private Person</i>	
<input type="checkbox"/>	<i>Company</i>	
<input type="checkbox"/>	<i>Other agencies</i>	Dated:

Thank you for your kind cooperation.

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