



Civil Aviation Ministry
Egyptian Holding Co. for Airports and Air Navigation
National Air Navigation Services Co.
Quality General Directorate

Appendix to AIC A03/17

Questionnaire of Measuring Customer Satisfaction

Date : / /

Organization :

Person of contact :

1- Publications	satisfactory	Unsatisfactory
Sufficiency and accuracy of the published aeronautical information (AIP, AIP AMDT, AIP SUP and AIC).		
Quality of the aeronautical charts .		
Timeliness of reception of AIP , AIPAMDT , AIP SUP and AIC.		
Easiness of the use of CD-ROM		

2- Flight Plan and Briefing Services	satisfactory	Unsatisfactory
Easily accessibility to ARO.		
Delay of FPL originating from Egypt ARO.		
Availability and updating of documents in Aerodrome AIS units.		
Time taken to respond to required PIB		
Conformity of the PIB with the request .		

3- NOTAM	satisfactory	Unsatisfactory
Cancellation or replacement in time of NOTAM 'EST'.		
Comprehension of NOTAM texts.		
Aeronautical information published on time by NOTAM.		

4- General	satisfactory	Unsatisfactory
Are you satisfied with the speed on which the service / product is delivered?		
Are you satisfied with the helpfulness of the staff?		

Comments:

Suggestions:

- Note: AIC series A NR 06/11 is hereby cancelled.

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Signature: