

THE HASHEMITE KINGDOM OF JORDAN
CIVIL AVIATION REGULATORY COMMISSION
DIRECTORATE OF AIR TRAFFIC MANAGEMENT
AERONAUTICAL INFORMATION SERVICES
HEADQUARTERS
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QUESTIONNAIRE OF MEASURING CUSTOMER SATISFACTION

In order to maintain our QMS (Quality Management System) certification of compliance with the international standard ISO 9001 and so as to be attentive to the needs of our customers . Jordan AIS is kindly requesting you to complete the attached questionnaire and return it to our e-mail address ais.hq@carc.gov.jo , before **30 APR 2021**.

It is very necessary to receive your feedback which shall be used to undertake improvement actions that are important to satisfy your needs.

AIC NR 1/20 is hereby cancelled.

Appendix: Customers Satisfaction Questionnaire

AIS HEADQUARTERS



ABXΔ

Customers SATISFACTION QUESTIONNAIRE

Once filled in, please transmit it to e-mail: ais.hq@carc.gov.jo

Dear subscribers,

You are kindly requested to fill in the following questionnaire, in order to know your opinion about our services; such questionnaire is in the frame of a periodical programme for monitoring the User satisfaction. Your replies and suggestions will allow us to adjust our Service to your expectations.

We thank you for the kind cooperation.

1- AIS USER NAME (plain language) - Optional

Instructions for Filling in the Questionnaire:

NOTE/You are invited to express your opinion crossing the appropriate box clearly in term of satisfaction and importance.

The possible replies are as follows:

Satisfaction) 1: below average (poor) 2: average 3: above average (good) 4: excellent

Importance) 1: Not Important 2: Low Importance 3: Important 4: Very Important

2- General Characteristics of the Service

Characteristic Description	Satisfaction			
	1	2	3	4
What is your overall assessment of the quality of our provided services?				
Time of receipt of the invoice with respect to the date of the order form, for those paying in advance				
Order Form completeness and legibility				
Willingness of the Client Service to acknowledge the forwarded requests				
Ability of the Service to understand and identify the requirements				
Personal AIS/easiness to access and communicate with AIS staff				
Delivery punctuality of Publications				

Importance			
1	2	3	4

Characteristic Description	Satisfaction			
	1	2	3	4
Time and adequacy in replying to possible forwarded complaints				
Time and adequacy in providing briefing service				
Time and adequacy in handling FPL				
Professionalism and competence of AIS staff				

Importance			
1	2	3	4

3- Characteristics of the Products Provided

Characteristic Description	Satisfaction			
	1	2	3	4
How are you satisfied about the following received products in terms of Data Quality ?				
a. NOTAM received via AFTN				
b. List of Valid NOTAM (PDF version)				
c. AIP AMDT (paper version)				
d. AIP AMDT (PDF version)				
e. AIP AIRAC AMDT(paper version)				
f. AIP AIRAC AMDT (PDF version)				
g. AIP SUP (paper version)				
h. AIP SUP (PDF version)				
i. AIC (paper version)				
j. AIC (PDF version)				
k. Charts contained in the AIP				
l. IAIP on website				

Importance			
1	2	3	4

4- Possible Suggestions:

5- Complaints:

*The data provided by you will be recorded into a data base aimed at the best management of the **Customer Satisfaction**. These records are managed by AIS HQ in the **Civil Aviation Regulatory Commission**.*

Thanks for your cooperation,

AIS HQ Team