

**AERONAUTICAL INFORMATION SERVICE
QUESTIONNAIRE**

Dear user,

This questionnaire is intended to enable you to express your satisfaction with the Aeronautical Information Service provided by Croatia Control Ltd.

Your answers enable us to keep the service level in line with your requirements and motivate us to find new possibilities for improvements.

Thank you in advance,

AIS Croatia

Please reply no later than **01FEB2015** to the following fax: + 385 1 6259374
or to the following address: ais@crocontrol.hr

You belong to the following organization:

Country:

Questionnaire includes the satisfaction evaluation (5-excellent, 4-very good, 3-good, 2-acceptable, 1-poor).

| DATA/PRODUCTS: | | Satisfaction evaluation | | | | |
|----------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | 5 | 4 | 3 | 2 | 1 |
| 1 | DATA - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | DATA - TIMELINESS | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | ELECTRONIC AIP (eAIP) - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | PAPER AIP - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | NOTAM - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | LIST OF VALID NOTAM - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | VFR MANUAL - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | VFR CHART - QUALITY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Satisfaction if using Croatian aeronautical information via the EAD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| SERVICES | | Satisfaction evaluation | | | | |
|----------|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | 5 | 4 | 3 | 2 | 1 |
| 1 | AIS response towards customers/users | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Quality of the service in general | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Suggestions for our products/services improvement, specially if *the satisfaction rate has been lower than 3 to any question*:

Thank you for cooperation.