

QUESTIONNAIRE REGARDING THE AIS PROVISION by ROMATSA - 2019

Dear Sir / Madam,

You are kindly asked to fill in the following questionnaire. This is intended to enable you to express your level of satisfaction regarding the Aeronautical Information Service provided by ROMATSA, as well as to help us to optimise our performance.

We would like to thank you in advance for your collaboration.

Company / Organization: _____

Country: _____

e-mail address: _____

Date: _____

		Possible replies				
		Excellent	Very good	Good	Acceptable	Poor
1	Order Form completeness and legibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Response time to subscription / request for publications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Communication channels with our services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Timeliness availability of amendments and supplements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Presentation of information provided on paper support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Quality of AIP on CD-ROM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	AIP on CD-ROM friendliness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Sufficiency and accuracy of the aeronautical information, published by NOTAM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Accessibility to NOTAM information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Understanding and flexibility in responding to your problems and needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Overall quality of Aeronautical Information Service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please reply to: ROMANIAN AIR TRAFFIC SERVICES ADMINISTRATION - ROMATSA
Aeronautical Information Management Unit
10. Ion Ionescu de la Brad Blvd., PO Box 18-90
013813 Bucharest, Romania
Fax: +40-21-208.99.16
e-mail: ais@aisro.ro, ais@romatsa.ro