



Summary:

Customer satisfaction survey - 2022

SIA-MAROC **Aeronautical Information Service**



Telephone : +212. (0)5.22.53.90.12



E-mail : sia-maroc@onda.ma

FAX : +212. (0)5.22.53.91.23

SFA : GMMYNYX



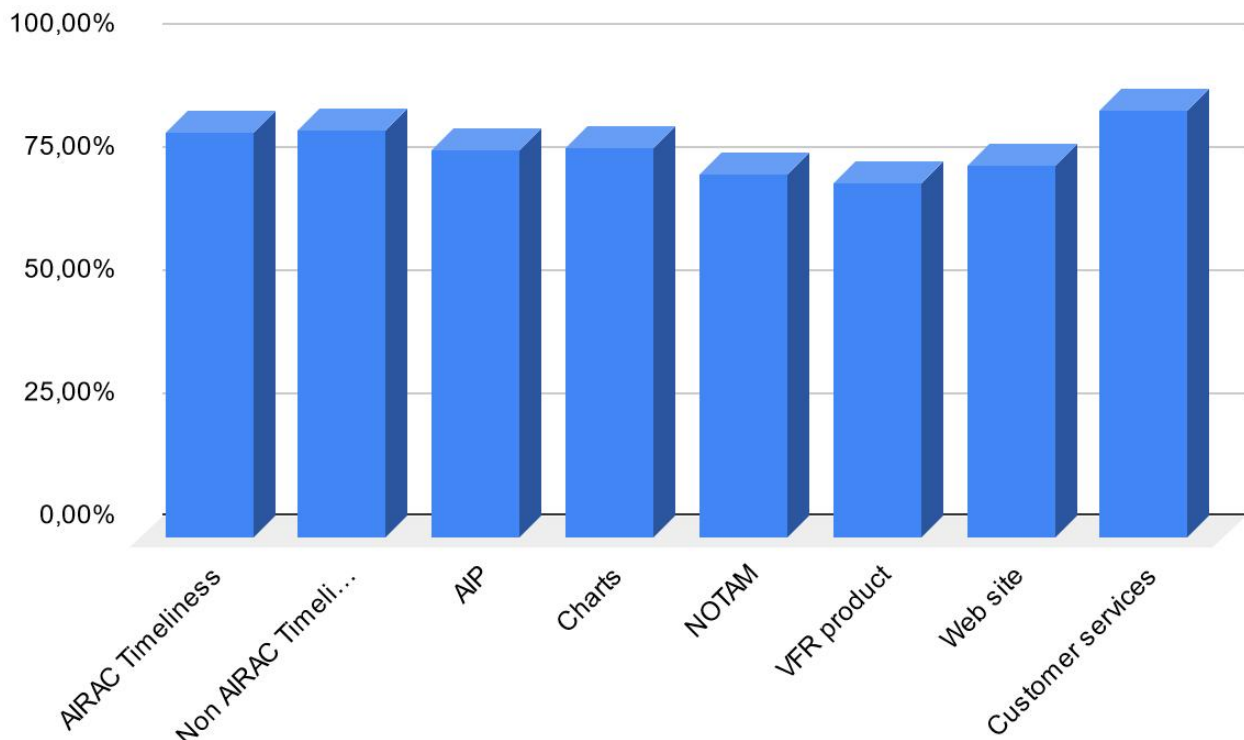
Between February 16th and April 6th 2022, SIA-MAROC conducted a customer satisfaction survey based on the aeronautical products and services provided by the AIS. We received 96 responses with a completion rate of 34% and 4 minutes as an average time of response. We thank you for your time and appreciate your valuable feedback.



The customer satisfaction indicator is:

78,68

It was calculated by the weighting of the elements shown in the diagram below.



Conclusions

I

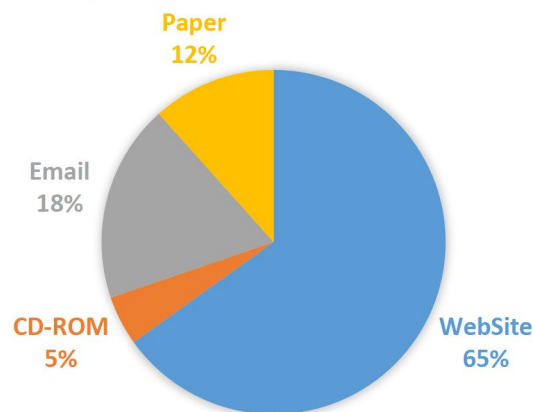
Analysis of the delay in AIRAC publications shows that it is generally due to external stakeholders. Awareness of this fact will be made to them;

The subscription request form will be modified to give the choice to the customer of receiving the amendments by post or by email;

In addition, as the website is the most preferred mean of distribution, a project to implement eAIP in our website is ongoing.

II

PREFERRED DISTRIBUTION MEANS



III

Regarding the level of English criticized by customers, an upgrade of the level of English through training provided by the AIAC to our agents is in progress;

An update of the charts within unfavourable scores will be initiated; Also a new version of the VFR Guide is in progress.

IV



Summary:

Customer satisfaction survey - 2022

SIA-MAROC

Aeronautical Information Service



Telephone : +212. (0)5.22.53.90.12



E-mail : sia-maroc@onda.ma

FAX : +212. (0)5.22.53.91.23

SFA : GMMYNYX