



INFORMATION BULLETIN 2018-07

Issue 01

Date of Issue: August 6, 2018

SUBJECT:

DEVELOPING AVIATION SAFETY AFFAIRS SECTOR (ASAS) SATISFACTION SURVEYS QUESTIONNAIRES

REASON:

As part of its endeavor to improve customer satisfaction and happiness, the GCAA regularly sends out satisfaction surveys to customers to gauge ASAS performance. Historically, customers were not involved in the development of such surveys. Partnering with customers in developing targeted questions should increase the effectiveness of the surveys.

The purpose of this Information Bulletin is to invite organisations and their personnel (e.g. licence holders) regulated by ASAS to contribute towards the creation of satisfaction surveys questionnaires.

QUESTIONNAIRE TOPICS:

All organisations and their personnel are invited to send the questions they wish to see in the satisfaction surveys to the contacts at the bottom of this IB.

The questions could be related to services, regulations, conduct of audits, professionalism, safety promotion activities, resolution of safety issues, inspectorate knowledge level, behavior or any other areas of interest. The more targeted the questions are, the more focused the remedies will be.

It is preferable that the questions are phrased in such a way that the answer to them could be: strongly agree, agree, neutral, disagree, or strongly disagree.

For example:

"The consultative committees chaired by the GCAA safety affairs are effective."

"Audit findings raised by ASAS inspectors are valuable for improving safety standards"

DEADLINE

The deadline to send proposed questions is 30 Sep 2018.

CONTACTS

Lists of proposed questions can be sent to:

Email: fatimah@gcaa.gov.ae

AND

Email: Falmarzouqi@gcaa.gov.ae