



Dear user,

This questionnaire is intended to enable you to express your satisfaction with the Aeronautical Information Service provided by "M-NAV" – Macedonian AirNavigation Service Provider, PCL.

Your answers motivate us to keep the service level and your suggestions help us in finding new possibilities for improvement of the service and overall performance.

Thank you in advance

Yours Sincerely
AIS Macedonia

Please reply to the following fax: [+ 389 2 3112 026](tel:+38923112026) or search for the questionnaire on the web: www.mnavigation.mk and send it to the following address: aismac@mnavigation.mk

Your organization:					
Country:					
Questionnaire includes the satisfaction evaluation (5-excellent, 4-very good, 3-good, 2-acceptable, 1-poor) together with the importance in terms of usage of the product/service evaluated.					
PRODUCTS / SERVICES:	Satisfaction evaluation				
	5	4	3	2	1
DATA ACCURACY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AIP QUALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AIC QUALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHART QUALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NOTAM QUALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* PREFLIGHT BULLETIN QUALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AIS response towards customers/users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the service in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PREFERRED WAY TO ACCESS AND USE THE DATA	Frequency of use (4-always, 3-frequently, 2-rarely, 1-never)				
	4	3	2	1	
PAPER PRODUCTS (received by mail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
European AIS Database (EAD), access via Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EAD access through the connection to EAD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Suggestions for our products/services improvement (please write your comments here if the satisfaction rate has been lower than 3 to any question):					
Please suggest any additional data needs or changes to our products and services that one would find useful:					
If You would like to receive the List of valid Macedonian NOTAM (monthly) via e-mail instead of mail please state here the receiving e-mail address:					

* Only for ARO Customers