FIJI METEOROLOGICAL SERVICE (FMS)
Customer Satisfaction Survey 2018

Organisation: __________________________________________ Date: ______________
Name: __________________________________________ (optional)

The following questionnaires have been made to assess Fiji Meteorological Service performances on various Aviation services provided to its stakeholders. Please take time and click on the check box that best describes the service provided to you or to your organization. This will help FMS in improving its service delivery.
Please feel free to write your suggestions where required. We thank you in advance. We also have a service email which is aviationcustomer.service@met.gov.fj

1. How satisfied are you with the **accuracy of Aviation** Products Issued by Fiji Met Service.

   a) Terminal Aerodrome Forecasts (TAF)  
   b) ROFOR (Route Forecast)  
   c) FIJI AREA FORECAST  
   d) SIGMET  
   e) TAKE OFF DATA

2. How satisfied are you with quality of **Mean sea Level charts** produced by the Fiji Met service?

3. How well do the Fiji Met Service products meet your needs?
4. How would you rate the quality of **inclement weather** warnings issued by Fiji Met Service on lightning and thunderstorm activities within 5 nautical miles of the Aerodrome.  

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Below average</th>
<th>Poor</th>
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5. How satisfied were you with the **length of time taken** before you could speak to an employee?  

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Can’t remember</th>
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6. How satisfied were you with the employee’s ability to **communicate clearly** with you?  

<table>
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<tr>
<th>Well above average</th>
<th>above average</th>
<th>Average</th>
<th>Below average</th>
<th>Average</th>
<th>Well below average</th>
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7. Please rate the following attributes of our website.  

a) Ease of navigation  

b) Layout/design  

c) Mobile Friendly  

d) Meeting your needs
8. What other issues not included in this survey need to be addressed by Fiji Met Service?