FIJI METEOROLOGICAL SERVICE (FMS)

Customer Satisfaction Survey 2017

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 | **Very satisfied** | **Satisfied** | **Neutral** | **Dissatisfied** | **Very Dissatisfied** |
| 1. How satisfied are you with the **accuracy of Aviation** Products  issued by Fiji Met Service.  |  |  |  |  |  |
| 1. TAF
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. ROFOR ( Route Forecast)
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. FIJI AREA FORECAST
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. SIGMET
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. TAKE OFF DATA
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 2. How satisfied are you with quality of **Mean sea Level charts**  produced by the Fiji Met service? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
|  | **Extremely well** | **Quite well** | **Moderately well** | **slightly well** | **Not at all** |
| 3. How well do you feel that Fiji Met Service **understands your** **needs?** | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Excellent** | **Good** | **Average** | **Below average** | **Poor** |
| 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.  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
|  | **Very satisfied** | **Satisfied** | **Dissatisfied**  | **Very dissatisfied** | **Can’t remember** |
| 5. How satisfied were you with the **length of time taken** before you could speak to an employee? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 6. How satisfied were you with the employee’s ability to **communicate** **clearly** with you? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 7. How satisfied are you with the quality of customer service you receive from the Fiji Meteorological service? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 8. Please rate the following attributes of our website. | **Well above average** | **above average** | **Average** | **Below Average** | **Well below average** |
| a) Ease of navigation | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| b) Layout/design | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| c) Customer support | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| d) Meeting your needs | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 9. What other issues not included in this survey need to be addressed by Fiji Met Service? |

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