

**FIJI METEOROLOGICAL SERVICE (FMS)**  
Customer Satisfaction Survey 2018

Organisation: \_\_\_\_\_

Date: \_\_\_\_\_

Name : \_\_\_\_\_ ( optional)

<p>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.</p> <p>Please feel free to write your suggestions where required. We thank you in advance. We also have a service email which is <a href="mailto:aviationcustomer.service@met.gov.fj">aviationcustomer.service@met.gov.fj</a></p>	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<p>1. How satisfied are you with the <b>accuracy of Aviation Products</b> Issued by Fiji Met Service.</p>					
<p>a) Terminal Aerodrome Forecasts (TAF)</p>	<input type="checkbox"/>				
<p>b) ROFOR ( Route Forecast)</p>	<input type="checkbox"/>				
<p>c) FIJI AREA FORECAST</p>	<input type="checkbox"/>				
<p>d) SIGMET</p>	<input type="checkbox"/>				
<p>e) TAKE OFF DATA</p>	<input type="checkbox"/>				
<p>2. How satisfied are you with quality of <b>Mean sea Level charts</b> produced by the Fiji Met service?</p>	<input type="checkbox"/>				
	<b>Extremely well</b>	<b>Quite well</b>	<b>Moderately well</b>	<b>slightly well</b>	<b>Not at all</b>
<p>3. How well do the Fiji Met Service products meet your needs?</p>	<input type="checkbox"/>				

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Below average</b>	<b>Poor</b>
4. How would you rate the quality of <b>inclement weather</b> warnings issued by Fiji Met Service on lightning and thunderstorm activities within 5 nautical miles of the Aerodrome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>Can't remember</b>
5. How satisfied were you with the <b>length of time taken</b> before you could speak to an employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How satisfied were you with the employee's ability to <b>communicate clearly</b> with you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Please rate the following attributes of our website.	<b>Well above average</b>	<b>above average</b>	<b>Average</b>	<b>Below Average</b>	<b>Well below average</b>
a) Ease of navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Layout/design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Mobile Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Meeting your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What other issues not included in this survey need to be addressed by Fiji Met Service?

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