

Customer Satisfaction Survey

Date: _____

_____ (Contractor Name) is submitting a proposal on a Federal Aviation Administration solicitation and provided your name as a customer reference. Part of the evaluation process requires information on the firm's past performance. Your input is important to us and responses are required by February 22, 2023 (date & time) for inclusion of this evaluation. Your assistance is greatly appreciated.

Please rate your current level of satisfaction with the overall service performance:

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2) _____ Unacceptable (1)

Comments: _____

How quickly do we respond to your needs, requests, or complaints?

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2) _____ Unacceptable (1)

Comments: _____

How would you rate the problem solving capabilities and follow-up of our Operations Management?

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2) _____ Unacceptable (1)

Comments: _____

How would you rate the performance of our on-site employees providing various services for your facility?

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2) _____ Unacceptable (1)

Comments: _____

Organization Name: _____ Date: _____

Contact: _____

Phone #: _____

Thank you for completing this survey.

**THIS FORM IS TO BE COMPLETED BY THE CUSTOMER REFERENCE AND
EMAILED DIRECTLY BY THE CUSTOMER REFERENCE TO:**
Angela.Furukawa@faa.gov