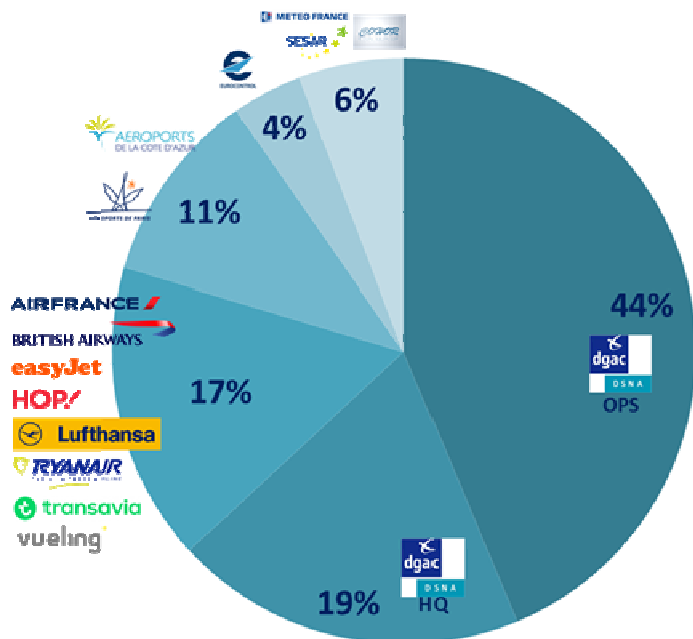


Customer satisfaction report

06/01/2015

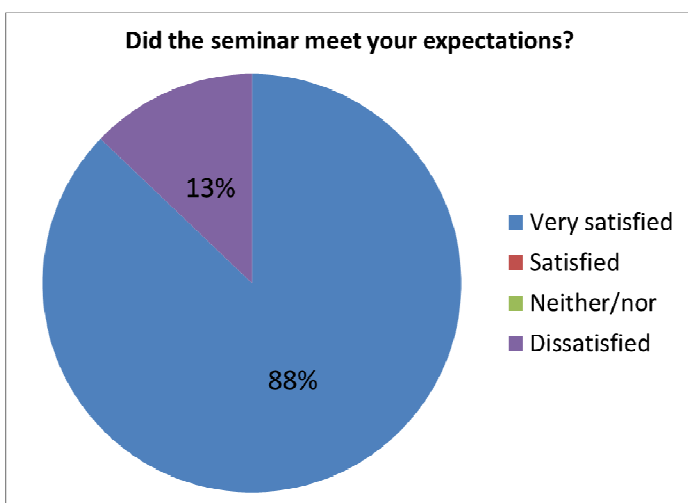
PARTICIPATION



It's never too late to share with us your thoughts and help us organize customer events that meet your expectations. We are counting on you: dsna-customer-bf@aviation-civile.gouv.fr

38 external participants: airlines, airports, representative associations, partners
25% of external participants filled in the satisfaction questionnaire. **This is the reason why we have chosen to put forward the areas where improvements have been identified.**

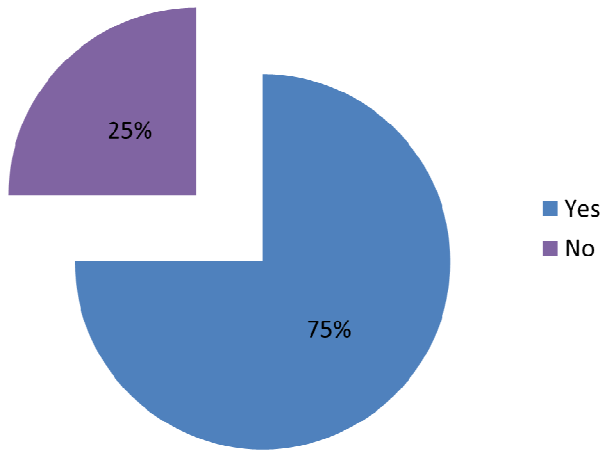
GENERAL QUESTIONS



Objectives of the meeting seemed unclear for dissatisfied participants. A synthesis at the end of each topic would have helped building a better perspective of what was foreseen.

Benefits could have been found in discussing more practical operations and some of the issues airlines are currently facing, what is being done to rectify them. **Mainly, how to cut down the delays airlines have been confronted with over the past years?**

Should the seminar be hosted on a yearly basis?

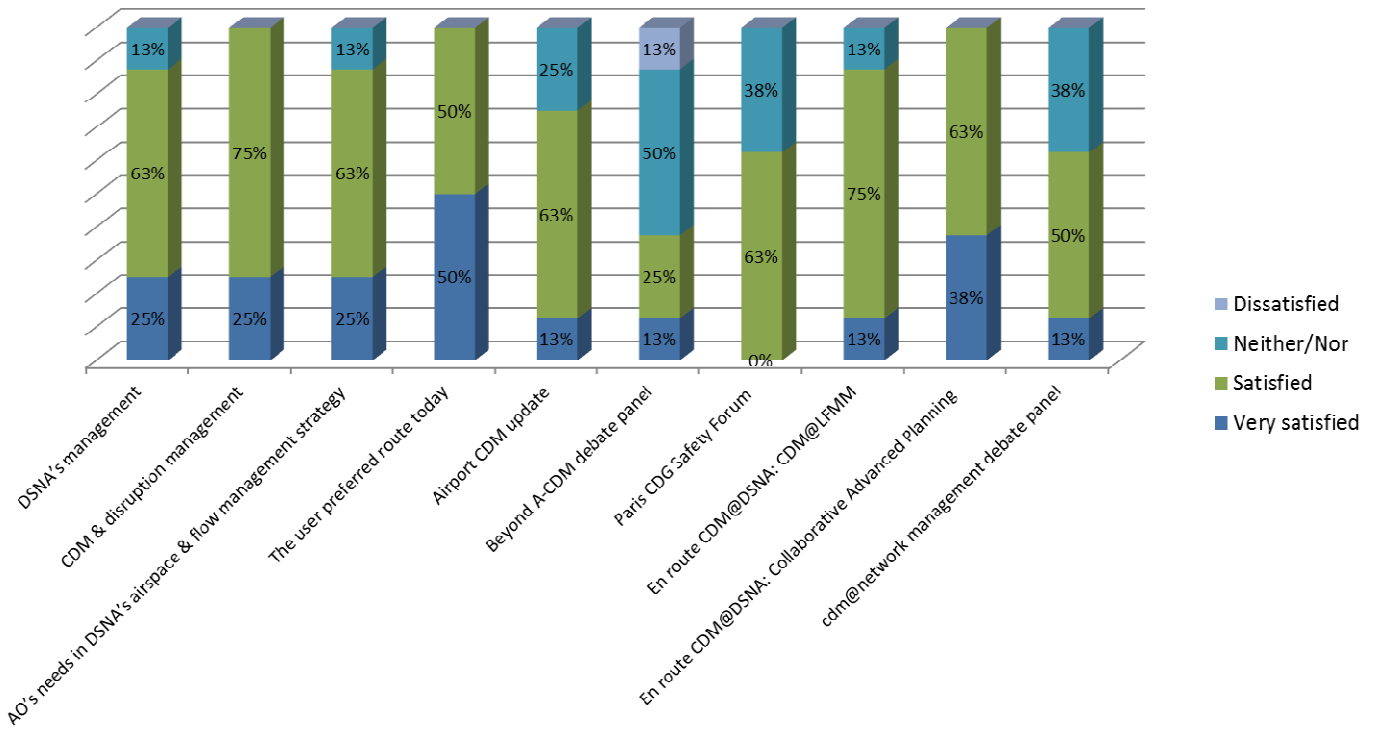


For 25% of the participants, the seminar was too strategic & too high level to consider hosting it on a yearly basis.

Even amongst satisfied participants, more debate & conversation opportunities are the good means to try tackling together operational issues.

PRESENTATIONS & CONTENTS

Presentations & debate panels



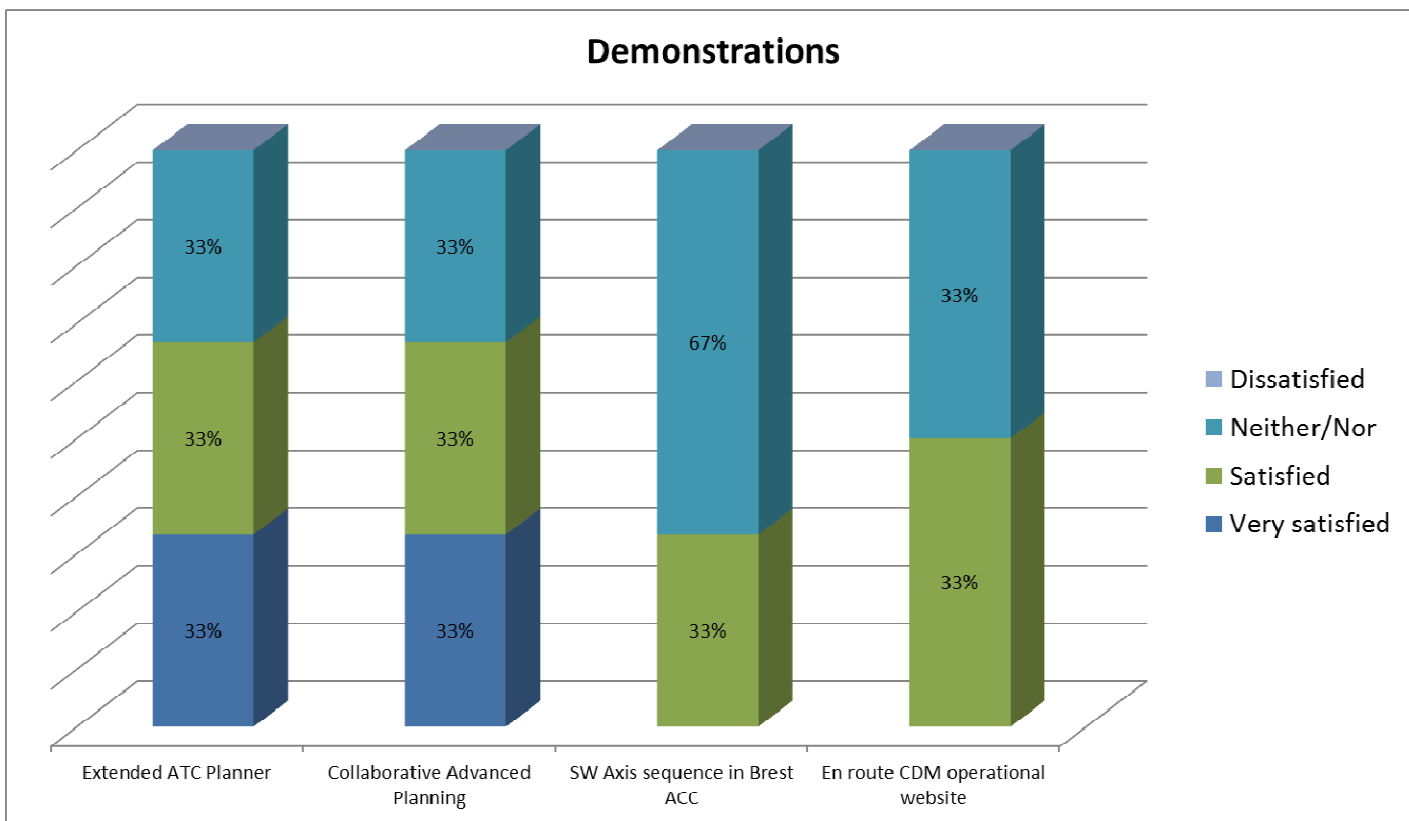
Participants appreciated that the entire conference had been conducted in English.

The content of some presentations has been judged a bit too repetitive by some participants. It therefore could have been condensed allowing more time for discussing existing operational issues.

The situations described were too general. **The life of a flight from pre-flight to take-off, through different CDM solutions would have been an interesting guideline for the seminar.**

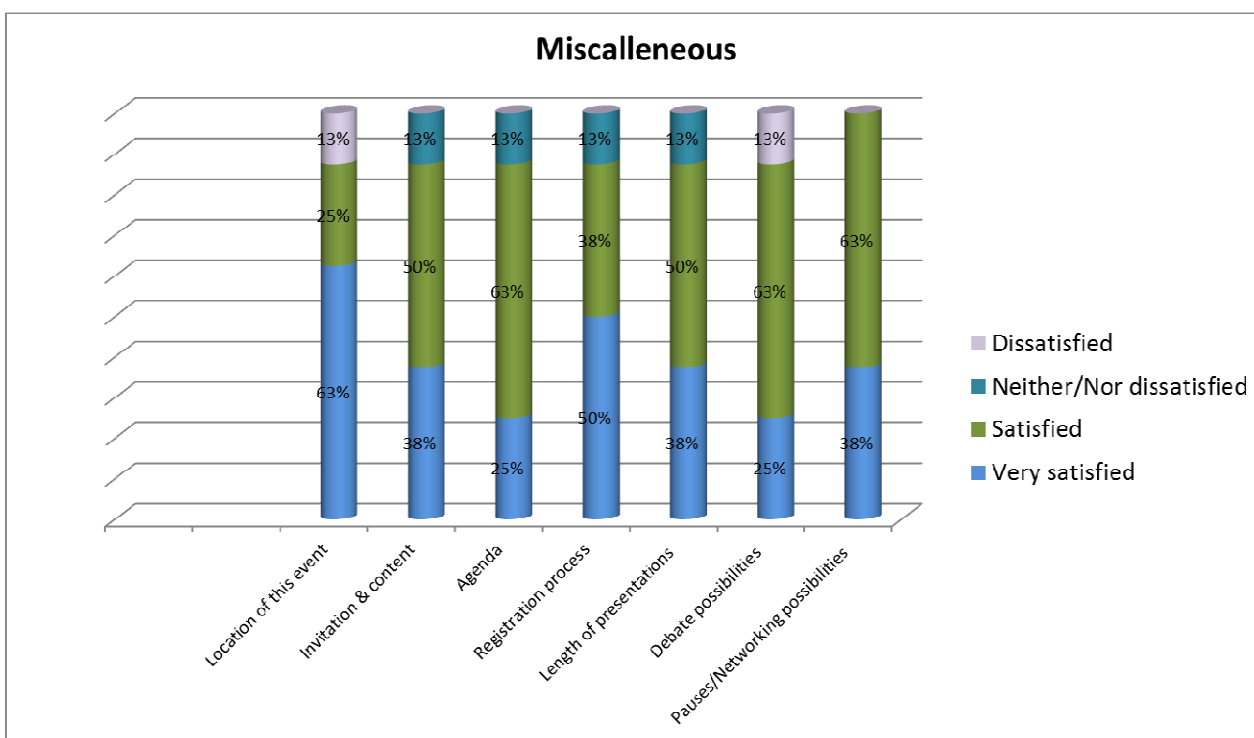
Debate panels showed to be a bit too artificial. Questions for the audience would have helped to join in.

DEMONSTRATIONS



Demonstrations have been appreciated as a good means for getting involved actors together and create operational discussions during the networking possibilities.

MISCELLANEOUS



The actual venue being so big led to lose the intimacy of a smaller venue that could possibly have stimulated debates and conversations.

Dissatisfied participants wish that future seminars would be organized in a more easily accessible operational venue.