

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

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>	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. How satisfied are you with the <u>accuracy</u> of the Products issued by Fiji Met Service.					
TAF	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ROFOR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FIJI AREA FORECAST	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SIGMET	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TAKE OFF DATA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How satisfied are you with the quality of customer service you receive from the MET Briefing office?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied are you with quality of Mean sea Level charts produced by the Fiji Met service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied are you with the <u>contents</u> of the flight Documentation package? ( METAR, TAFS,SIGMETS,MSL, Sat Picture and prognostic charts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How satisfied are you with the Dispatch <u>Time</u> of the flight Documentation packages? ( 2hs before ETD for international flights and 1 hr before ETD for local flights)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How well do you feel that Fiji Met Service understands your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>Extremely knowledgeable</b>	<b>very knowledgeable</b>	<b>Quite knowledgeable</b>	<b>Moderately knowledgeable</b>	<b>Slightly knowledgeable</b>
7. How knowledgeable did our Weather briefing officers at the terminal Building seem to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Below average</b>	<b>Poor</b>
8. How would you rate the inclement weather warnings issued by Met Service on lightning and thunderstorm activities within 5 nautical miles of the Aerodrome.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>Extremely beneficial</b>	<b>Very beneficial</b>	<b>Somewhat Beneficial</b>	<b>To some extent</b>	<b>Not at all</b>
9. How beneficial would be to you, the inclusion of <u>turbulence</u> and <u>Freezing level</u> information in the Fiji Area forecast?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. What other issues not included in this survey need to be addressed by this organization?					

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