
Federal Aviation Administration Department of Transportation Manufacturers Satisfaction Survey 2009

Survey Introduction

Thank you for agreeing to participate in this survey, which will take approximately 10 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous. CFI Group will aggregate your responses with others before reporting the data to the FAA Department of Transportation.

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1090-0007.

Filter Questions

- S1. Do you currently hold an FAA production approval?
1. Yes
 2. No (TERMINATE SURVEY)
 3. Don't Know (TERMINATE SURVEY)
- S2. Do you currently hold an FAA Production Certificate?
1. Yes
 2. No
 3. Don't Know
- S3. Do you currently hold an FAA Technical Standard Order Authorization (TSOA)?
1. Yes
 2. No
 3. Don't Know
- S4. Do you currently hold an FAA Parts Manufacturing Approval (PMA)?
1. Yes
 2. No
 3. Don't Know
- S5. Do you currently hold an FAA design approval other than an FAA TSOA or an FAA PMA?
1. Yes
 2. No
 3. Don't Know

Certification/Policies, Standards, Regulations

Please rate the FAA's policies, standards, regulations, and other guidance material in the following areas. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

Q1.

Consistency

Q2.

Written in clear and understandable manner

Q3.

Usefulness to your operations

Q4.

Providing your organization tools for today's aviation environment

Q5.

Keeping pace with changes in your industry

Q6. With the FAA's Aviation Safety Organization's (AVS) Quality Management System (QMS), have you noticed any improvements in consistency and standardization among the AVS offices?

1. Yes
2. No
3. No Opinion

FAA Organizations/Personnel

Q7.

At which level are most of your interactions with FAA? (Select one)

1. MIDO (Manufacturing Inspection District Offices)
2. MISO (Manufacturing Inspection Satellite Offices)
3. ACO (Aircraft Certification Office)
4. FAA Directorate Office
5. HQ (Headquarters Divisions)

Q8.

On average, how often do you contact this FAA office? (Select one)

1. Once a month
2. Once every 3 months
3. Once every 6 months
4. Once a year
5. Don't know

Think about your primary FAA contact when you request clarification of regulations and policies. Please rate them on the following. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

Q9. Level of personal interface

Q10. Quality of service

Q11. Providing technically accurate information

Q12. Providing complete answers/responses in a timely manner

FAA Oversight Effectiveness

Q13. During the past year, have your operations...?

1. Expanded
2. Contracted
3. Remained the same

Q14. Please rate the guidance you received from FAA. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

Q15. Please rate how clearly ACSEP (Aircraft Certifications Systems Evaluation Program) findings are communicated to the appropriate managers at your facility. Use a scale from 1 to 10, where 1 means *Not very clearly* and 10 means *Very clearly*.

Q16. Please rate how much FAA oversight, including programs such as ACSEP, has improved the safety of your products. Use a scale from 1 to 10, where 1 means *Did not contribute much* and 10 means *Contributed a great deal*.

Q17. Please rate how much FAA assisted you in maintaining or improving your FAA production approval. Use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

Safety Trends/Programs

Q18. Do you feel that safety monitoring, surveillance and assessment programs provide effective, predictive tools?

1. Yes
2. No
3. Don't Know

Q19. Do you feel that safety monitoring, surveillance and assessment programs assist in targeting company oversight or attention?

1. Yes
2. No
3. Don't Know

Q20. Which of the following voluntary safety programs does your organization use as a source for risk indicators?

1. SUP (Suspected Unapproved Parts)
2. VDRP (Voluntary Disclosure Reporting Program)
3. None of the above (SKIP TO NEXT SECTION)

Q21. Please rate the extent to which these programs have improved industry safety. Use a scale from 1 to 10, where 1 means *Did not contribute much* and 10 means *Contributed a great deal*.

Q22. Are the benefits of these programs worth the additional costs?

1. Yes
2. No
3. Don't Know

Q23. To what extent are the safety issues identified in these programs publicized to the employee population? Please use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

ACSI Benchmarks

Now, consider your overall satisfaction with the FAA. Satisfaction includes many things, so please reflect on all your experiences to date with the Federal Aviation Administration.

First, please consider all your experiences to date with the Federal Aviation Administration.

- Q24. Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the FAA?
- Q25. Considering all your expectations, to what extent has the FAA fallen short of or exceeded your expectations? Using a 10-point scale on which "1" means "Falls Short of Expectations" and "10" means "Exceeds Expectations," to what extent has the FAA fallen short of, or exceeded your expectations?
- Q26. Forget about the FAA for a moment. Now, imagine an ideal agency promoting the safety of aviation. How well do you think the FAA compares to that ideal agency?
Please use a 10-point scale on which "1" means "Not Very Close to Ideal" and "10" means "Very Close to Ideal."

Outcome Measures

- Q27. During the past year, have you provided feedback to the FAA on your interactions or experiences?
1. Yes
 2. No
 3. Don't Know
- Q28. Has your feedback led to improvements in FAA processes?
1. Yes
 2. No
 3. Don't Know
- Q29. Using a 10-point scale on which "1" means "Not at all Confident" and "10" means "Very Confident," how sure are you that the FAA will do a good job in the future of promoting the safety of civil aviation?