



U.S. Department of Transportation  
Federal Aviation Administration

Form Approved  
OMB No. 2120-0605  
04/30/2012

## ACSEP EVALUATION CUSTOMER FEEDBACK REPORT

ACSEP No. \_\_\_\_\_

Name of Evaluated Facility: \_\_\_\_\_

Dates Evaluated: \_\_\_\_\_

As part of the Federal Aviation Administration (FAA) and industry continuous improvement efforts for the Aircraft Certification Systems Evaluation Program (ACSEP), this form is provided for your use in furnishing the FAA with comments regarding the conduct of the evaluation recently conducted at your facility. We sincerely encourage you to tell us how we did, and thank you for the time you will take to support our quality improvement and customer service objectives.

Please check the appropriate rating in each of the tables below, and provide any comments that you deem appropriate.

1. Pre-evaluation arrangements	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Coordination/Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

2. Pre-evaluation conference	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Purpose of evaluation explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

### ACSEP EVALUATION CUSTOMER FEEDBACK REPORT, con't.

3. Daily meetings	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Explanation of findings/observations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Resolution of issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

4. Post-evaluation conference	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Explanation of executive summary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Explanation of follow-up actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

5. Conduct of the evaluation	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Team professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall technical skills of the ACSEP team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

Signature (optional)

Date

**Please return completed form to:**

**Paperwork Reduction Act Statement:** The information that is submitted is used to improve the Aircraft Certification systems Evaluation Program (ACSEP) including the training associated with the program. A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB Control Number. The OMB Control Number for this information collection is 2120-0605. Public reporting for this collection of information is estimated to be approximately 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing and reviewing the collection of information. Although not mandatory, it is requested that this form be completed within thirty (30) days after the completion of the evaluation. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to should be directed to the FAA at: 800 Independence Ave SW, Washington, DC 20591, Attn: Information Collection Clearance Officer, AES-200.