

Customer satisfaction report

17/02/2017

PARTICIPATION



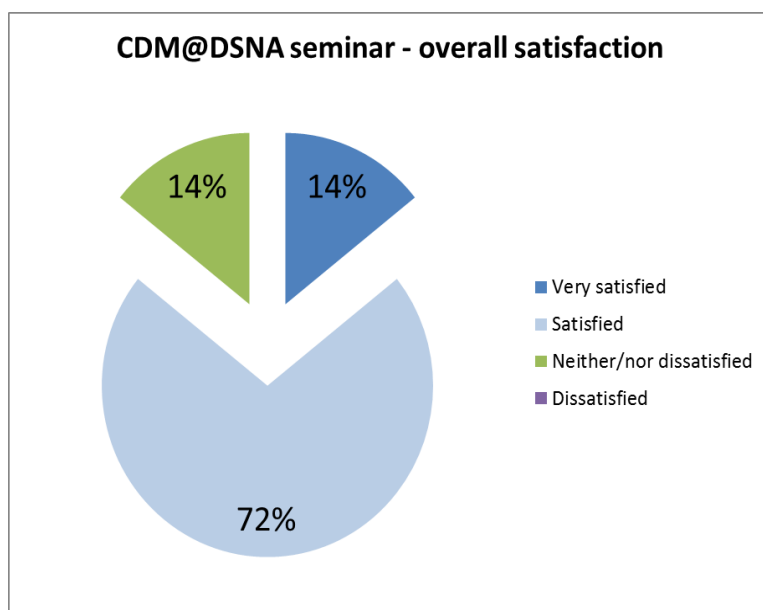
45%: Airlines, representatives and partners
55%: DSNA

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

82 participants and 38 externals (airlines and associations, airport operators, partners).

37% of external participants filled in the satisfaction questionnaire. **This is the reason why we have chosen to put forward the areas where improvements could be made.**

GENERAL QUESTIONS



The introduction of workshop sessions has been appreciated.

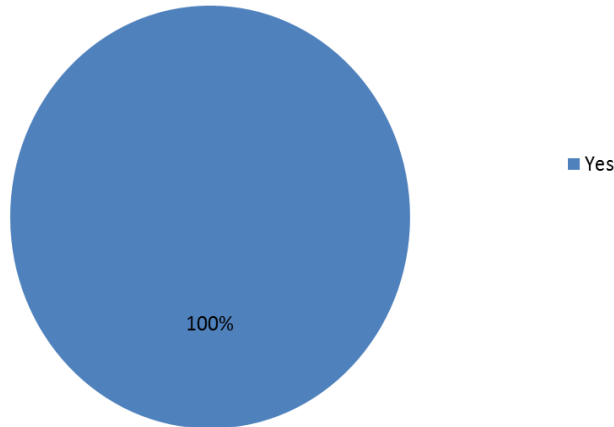
The participants stressed that the one day format of the event does not allow going further in depth for certain subjects that would have needed some more debates to agree on a concrete action plan.

However the more dynamic organization given to this customer meeting satisfies a large majority of the attendees. The items dealt with on the agenda had a real operational focus that allowed fruitful discussions.

Some participants wished for a more passenger view focus, as the passenger is the end-line of the service rendered.

The participation of Computerised Flight plan Service Providers (CFSP) and the military would have been appreciated.

Should the seminar be hosted on a yearly basis?

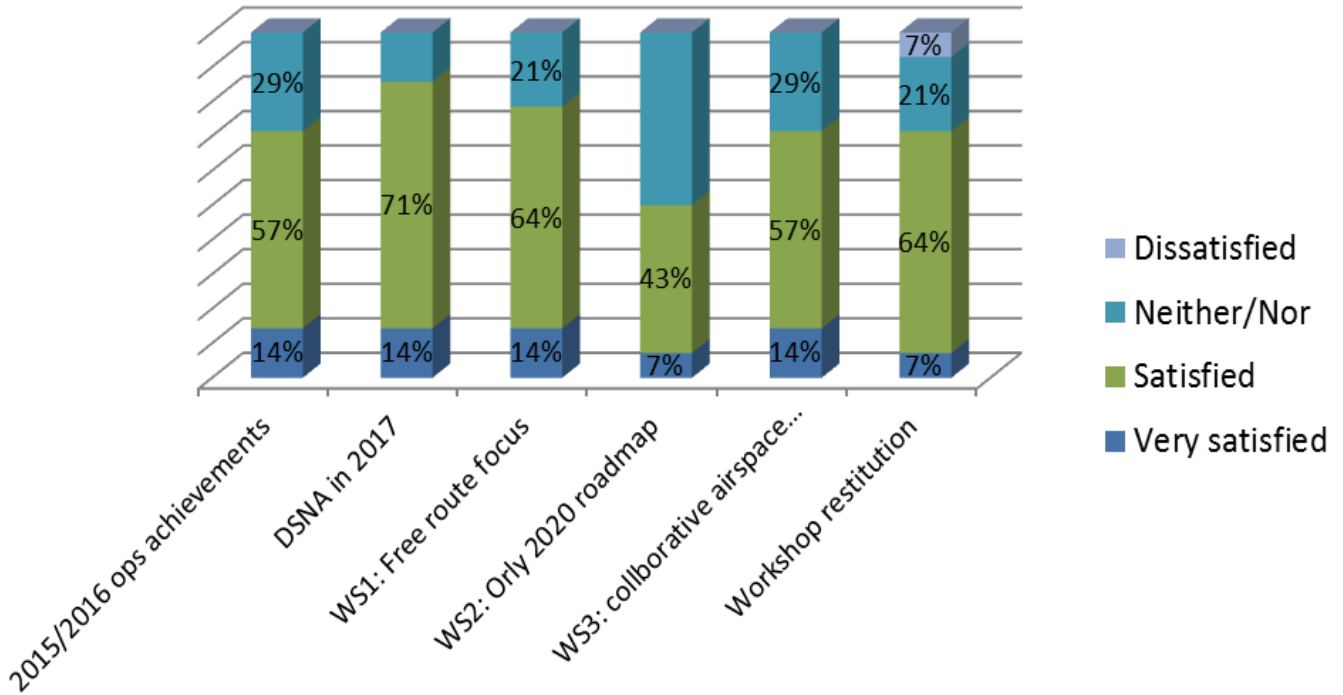


The emphasis was put on finding concrete solutions to operational issues. Alongside with a new and more dynamic format, the participants believe the CDM@DSNA customer meeting should become a yearly customer event.

More debate and networking opportunities are always the good means to try tackling together operational issues. However, for the future, more time should be allowed to obtain a clear and agreed outcome, particularly for the workshops.

The operational focus should be absolutely kept and meteorology should become a key subject in the 2017 CDM@DSNA event.

PRESENTATIONS & CONTENTS



Some attendees suggest reducing the number of workshops to allow more time in building an accurate action plan and a compatible roadmap.

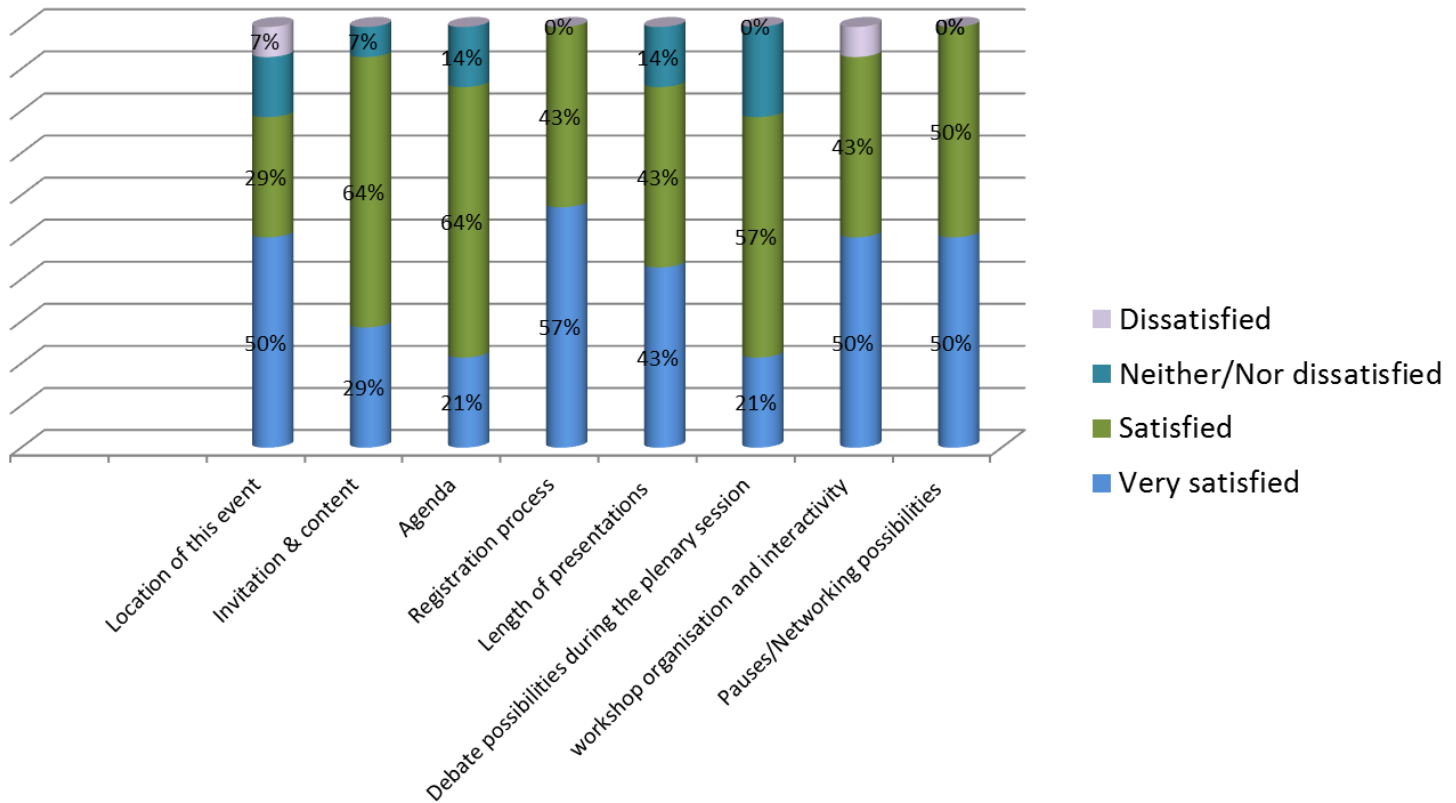
The WS3 “Collaborative airspace solutions” carried great expectations which will demand follow-up at one point.

Participants would have appreciated a systematic synthesis at the end of each session to better structure the debate from one workshop to another.

DSNA should particularly make sure that the participation in each workshop reaches a homogenous balance between airlines, airport operators and partners

The final debate panel showed more interactivity compared to last year. The participation in the workshop enabled the speakers to react immediately after the wrap-ups, and thus showed less artificial.

MISCALLENEOUS



The new venue being so close to all Paris-CDG terminals satisfied a great majority of the attendees. However, the access map and directions given to the closest car park showed confusing. DSNA will relay this point of dissatisfaction and make sure that the maps given provide clear and accurate indications for parking possibilities.