

Paris, June 2016

## FABEC Common Customer Survey: Follow-up

Dear all,

At the end 2015, you were invited to participate in the second FABEC Common Customer Survey, which was conducted by the seven civil FABEC air navigation service providers (ANSPs), ANA Luxembourg, Belgocontrol, DFS Deutsche Flugsicherung, DSNA France, Luchtverkeersleiding the Netherlands, Maastricht UAC and skyguide Switzerland. We would like to thank you for the contributions you made, particularly the concerns you expressed in your written comments.

FABEC CEOs discussed the results of the study at their last meeting. They all agreed on two main actions: firstly, to inform you as customer about the results of the study and, secondly, to develop a concrete action plan.

### **Results**

Overall, the satisfaction with FABEC ANSPs remained constant, meaning that there are no significant changes to the first survey conducted in 2012 (Customer Satisfaction Index: 3.7 for both years; Reference 5=very satisfied, 3=neutral, 1=very dissatisfied). Twenty-six airlines participated, representing about 40 percent of all flights controlled by FABEC ANSPs. Statistics, of course, do not reveal the whole story, the real added value of the study lies in the written comments you provided. Overall, we counted more than 250 written comments.

During the first analysis, we identified, from your comments, the following areas of improvement:

1. National language on the frequency/harmonised usage of phraseology in specific situations
2. CDOs/CCOs/improvement of flight profiles/streamline intermediate constraints on STARs
3. Use of CDRs
4. Ability to cope with future capacity requirements
5. Ability to reduce restrictions to the minimum
6. Timely and early communication of capacity restrictions

Beside these operational issues, you also requested improved communication/involvement in several domains.

Further details of the study will be provided both by our customer relations managers in their respective fora and in a workshop, which is planned between AOG and FABEC Operations in September this year.

**The way ahead**

Based on the decision of the CEO Board, we have launched two initiatives to elaborate further on your remarks. Firstly, our experts will discuss and analyse the feedback you provided further to get a better understanding of your comments. If there is sufficient ground to launch a more concrete initiative, we will formally integrate it into the FABEC portfolio and will monitor it in an action plan. In addition, we will seek a more intensive dialogue to improve our understanding of your concerns.

In any case, we will provide you with a second follow-up on the intermediate status. Let me finish up by once again thanking you for your participation.

If you have any questions do not hesitate to contact Roland Beran (roland.beran@dfs.de, +49 6103 707 4190) or your regional customer relations manager.

Yours sincerely

Maurice Georges  
CEO DSNA  
CM FABEC ANSP Strategy Board



CC: ANSP Strategic Board

