



**Indicate with a tick (√) where appropriate**

This is a feedback for the following processes:

Type of Process / Product	Tick
1. Application of ATC Licence	0
2. Renewal of ATC Licence	0
3. Updating of Rating / Validation / Proficiency / Competency Examinations	0
4. Correction / Re-issuance of ATC Licence	0
5. Notification of Pregnancy / Illness / Injury	0
6. Post Pregnancy / Illness / Injury Medical Examination Report	0
7. Application of LPRT and issuance of LPR Certificate	0

The purpose of this feedback form is to provide for continual improvement of processes implemented by the CAAM Air Navigation Services Standards Division (AND). By gathering feedback from ATS providers the information provided will primarily be used to improve the product quality.

<b>Feedback on product quality</b>	<b><u>Strongly Disagree</u></b>	<b><u>Disagree</u></b>	<b><u>Neutral</u></b>	<b><u>Agree</u></b>	<b><u>Strongly Agree</u></b>
1. Completing the application form was easy.	0	0	0	0	0
2. Submitting the application form to AND was a simple process.	0	0	0	0	0
3. The slip / test result / certificate were received within the stipulated period.	0	0	0	0	0
4. The technical data printed on the document was error free.	0	0	0	0	0
5. The overall product and services were satisfactory.	0	0	0	0	0

6. Do you have any suggestion for improvement?

Signature: .....

Name: .....  
.....

ATS Provider: .....

Date:

.....  
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