



Customer Survey

Customer Name: _____ **Sch. ETR:** _____ **Actual:** _____
Registration#: _____ **Type of Visit:** _____

To Our Valued Customer,
 Please assist us in our efforts to improve our performance in the Aircraft Maintenance arena.
 Kindly fill out the form below. Thank you

Area	Category	Rating
Aircraft exterior	Q	
Cleanliness of galleys	Q	
Cleanliness of lavatory	Q	
Cockpit	Q	
Cleanliness of passenger cabin area, carpet, seats etc.	Q	
Cleanliness of floor	Q	
Cleanliness of windows	Q	
Cleanliness of upper and lower instrument cluster	Q	
Cleanliness of audio console	Q	
Seat operation, covers, belt etc.	Q	
Slider window operation	Q	
Engine performance, parameters as expected	Q	
Aeroframe Services Planning	S	
Aeroframe Services Material Support	S	
Overall Performance	S	
Aeroframe Services Engineering support	S	
Aeroframe Services Customer Service	S	
Communication with Aeroframe Services Mechanics	S	
Communication with Aeroframe Services Team Leaders	S	
Communication with Aeroframe Services Quality dept.	S	
Delivery time – Turn around time	P	
Overall Flight Performance	P	

Support Shops	Category	Rating
Communication with Aeroframe Project Leaders	S	
TAT from shops	P	
Quality of work performed	Q	
Availability of materials	S	
Cost – Man-hours	E	
Progress reports	S	
Estimates - accuracy	E	

1 = Need significant improvements
2 = Some improvements are required
3 = Satisfactory
4 = Excellent – Above average
NA = Not Applicable to this C Check

CATEGORY
Q=Quality
S= Service
E= Economics
P=Performance



Customer Survey

Comments

Please answer the following questions.

What could have been done to improve this maintenance visit?

List any snags found during pre-flight or walk around:

Any other comments:

Completed by: _____

Frontier Rep

Date: _____

Thank you for your feedback and we will be in touch.

Aeroframe Services Technical Customer Services

Please return by email or hardcopy to:

Dianna Thibodeaux

Manager, Customer Service

Sales & Marketing Department

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