

Aircraft Maintenance

Technical support, and counseling survey.



EUROPEAN AVIATION LTD.

Dear Customer!

We would like to thank you for taking time to answer our Aircraft Maintenance satisfaction survey. Your feedback and suggestions are highly valuable to us.

Company Name:NAYAK AIRCRAFT SERVICES ITALY S.R.L.

Your Name:DR.ING. DANIELE BALANI

Your position:MANAGING DIRECTOR & ACCOUNTABLE MANAGER

Email/Phone:BALANI@NAYAK.IT +393472402130

Country:ITALY

A/C type:AIRBUS A318-A319-A320-A321 FAMILY & BOEING B737-300/400/500/600/700/800 SERIES

Date:15.10.2014

In order to accurately capture your perception of our performance, please answer the survey hereafter:
Very good:5 good:4 Fair:3 Poor:2 Very poor:1 Not relevant:N/R

1. Are you satisfied with the maintenance staff's technical skill and expertise? 5

2. Are you satisfied with the quality of service? 5

3. How find helpful and polite in our service? 5

4. The provided service covered all your requirements? 5

5. Please rate our activities in the aviation maintenance, with other service providers! 5

6. Would you recommend our services to your business partners/others/your connections? 5

7. How find flexibility in additional work? 5

8. Assistance in engineering and technical support if required? N/R

9. Please give us your global appreciation: 5

10. Your comments:

VERY GOOD ENGINEER PROVIDED, HIGHLY EXPERIENCED IN THE LINE MAINTENANCE TASKS AND TROUBLESHOOTING PROCEDURES, VERY PROFESSIONAL HANDOVERS TO LINE STATION COLLEAGUES, MAXIMUM DEDICATION TO SERVE OUR CUSTOMERS, VERY GOOD BEHAVIOR WITH COLLEAGUES AND USE OF COMPANY FACILITIES FULLY IN ACCORDANCE WITH OUR POLICIES

Ing. Daniele Balani
Amministratore Delegato
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