Federal Aviation Administration
Manufacturers

Customer Satisfaction Survey

Final Report
August 2009

FCG

ACSI
American Customer Satisfaction Index

CFI Group
Claes Fornell International

This page intentionally left blank

Table of Contents

This page intentionally left blank

EXECUTIVE SUMMARY

This page intentionally left blank

Overall Findings

- This was the baseline measure of satisfaction of Manufacturers with the FAA. Manufacturers had a customer satisfaction index of 65, which is 4 points below the federal government average and is on par with other regulatory agencies as these agencies commonly score in the 50s and 60s.

- The areas of Certification/Policies, Standards, Regulations, and FAA Personnel are the key drivers of satisfaction for Manufacturers.

    - It was most common for respondents to have most of their interactions with MIDO (Manufacturing Inspection District Offices) with 73% having most interactions with MIDO. Another 21% mentioned the Aircraft Certification Office (21%). For FAA Personnel, ratings were quite positive. Respondents rated the FAA as providing a high level of personal interface and quality of service. Respondents felt that they were receiving technically accurate information that was communicated clearly and in a timely manner. Scores for these FAA Personnel items were rated in the high 70s to low 80s – indicating a solid level of performance. Although this is the highest performing area, given its impact on satisfaction, even modest improvements to the score would increase satisfaction.

    - The area of Certification/Policies, Standards, Regulations also had a high impact (1.7) on satisfaction though not as high as FAA Personnel's impact (2.6).

    - However, the score for Certification/Policies, Standards, Regulations was among the lowest rated areas. The consistency and clarity of guidance vehicles were issues with respondents. Manufacturer respondents also felt that the guidance vehicles could improve in keeping pace with industry changes. Scores for these items were rated in the high 50s to 60s – indicating that there is likely an opportunity to improve. As was the case with air carries and repair stations. Certifications/Policies, Standards, Regulations was rated highest for usefulness to operations with a score of 67.

- Oversight Effectiveness was found to have a relatively modest impact on satisfaction. Respondents felt somewhat positively about FAA assistance in maintaining or improving their FAA production approval. However, as to the contribution to safety of FAA oversight respondents were less positive with scores in the low 50s.

- Just over half (52%) of respondents used a voluntary safety program as a source of risk indicators. Of those using voluntary safety programs less than half (45%) felt the benefits were worth the costs, while 38% did not know. About two-thirds (67%) of those using voluntary safety programs felt they provided effective predictive tools and slightly more (70%) felt they assisted in targeting company oversight.

- Just over half (53%) of the Manufacturers provided FAA with feedback in the past year. Of those providing feedback, most (61%) don't know if it led to improvements. Only 13% believe that their feedback had led to improvements.

- Confidence in FAA among Manufacturers is relatively high with a score of 71. Satisfaction has a strong impact on confidence in FAA. With an impact of 4.7, there is nearly a one-to-one relationship between satisfaction and confidence.

Recommendations

It is recommended to focus on the higher-impact, lower-performing areas as a priority. Thus, as a first priority to improve Manufacturers' satisfaction, FAA should focus on improving the area of Certification/Policies, Standards, Regulations.

- Scores indicate that having clear and understandable guidance vehicles and keeping up with the pace of change in the industry are primary issues. Making these guidance vehicles easier to comprehend and more reflective of today's environment should be a focus.

- In addition, consistency and providing tools for today's aviation environment scored in the lower 60s – indicating there is likely opportunity to improve upon these aspects as well.

- The FAA may want to follow up the study with a more qualitative approach, such as a focus group to gain further insight into these particular areas for improvement. Also adding open-end questions on follow up surveys will allow respondents for input in this area.

FAA Personnel is a higher-performing, higher-impact area. While even small improvements in this area will drive satisfaction, addressing them should be secondary to addressing the area of Certification/Policies, Standards, Regulations. Maintaining the current level of performance in this area should be the primary objective. However, if FAA Personnel can outperform what they are currently providing to manufacturers in terms of quality of service, level of personal interface, issue resolution and the like, an increase in satisfaction should be expected.

FAA Oversight is a lower-performing area with moderate impact on satisfaction. Improving the perceptions of FAA oversight and oversight programs contribution to safety will have a moderate impact on customer satisfaction, but this area should be a lower priority.

Chapter I
Introduction & Methodology

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private-sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

ACSI is produced by the University of Michigan in partnership with CFI Group, and the American Society for Quality. This report was produced by CFI Group in collaboration with the University of Michigan. If you have any questions regarding this report, please contact CFI Group at 734-930-9090.

A. Overview of ACSI Methodology

The model on page 12 illustrates the multi-equation, cause-and-effect econometric model that the ACSI uses. Data that are used to run the model come from surveys of customers of each measured company/agency. For private-sector industries, company scores for the satisfaction index and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by industry revenues to produce economic sector indices. The sector indices, in turn, are weighted by the sector's contribution to the Gross Domestic Product (GDP) to produce the national ACSI. For the public sector (i.e., the federal government agencies), each agency is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI score. The ACSI for the private sector is updated on a rolling basis, with data collected each quarter from 1-2 sectors to replace data from the prior year. Each company or agency is measured annually.

Every federal government agency serves many segments of the public and interacts with both internal and external users. For the first year of ACSI measurement, each agency was asked to identify a major customer segment central to its mission for which to measure satisfaction and the causes and effects of satisfaction. In the years following the initial measurement, government agencies continue to focus on customer segments of similar importance in their studies of customer satisfaction.

B. Segment Choice

This report is about Manufacturers satisfaction with the FAA. Below is a table, which shows background/demographic information about the Manufacturers respondents. All of those who were surveyed hold an FAA production approval. Forty-three percent (43%) of respondents hold an FAA Production Certificate, one-quarter (25%) hold an FAA Technical Standard Order Authorization (TSOA), 88% hold an FAA Parts Manufacturing Approval (PMA) and 31% hold an FAA design approval other than an FAA TSOA or PMA.

	2009
Currently hold an FAA Production Certificate	
Hold an FAA Production Certificate	43%
Do not hold an FAA Production Certificate	49%
Don't know	8%
Number of respondents	***358***

Currently hold an FAA Technical Standard Order Authorization TSOA	
Hold an FAA TSOA	25%
Do not hold an FAA TSOA	69%
Don't know	6%
Number of respondents	***358***

Currently hold an FAA Parts Manufacturing Approval PMA	
Hold an FAA PMA	88%
Do not hold an FAA PMA	11%
Don't know	1%
Number of respondents	***358***

Currently hold an FAA design approval other than an FAA TSOA or an FAA PMA	
Hold an FAA design approval other than an FAA TSOA or an FAA PMA	31%
Do not hold an FAA design approval other than an FAA TSOA or an FAA PMA	62%
Don't know	7%
Number of respondents	***358***

C. Customer Sample and Data Collection

CFI was provided with e-mail addresses and survey invitations were sent out via e-mail. The survey was conducted from June 23, 2009 through July 23, 2009. A total of 1446 invitations were sent with 392 responses collected for a response rate of 27%. Of these responses 358 were valid for purposes of analysis.

D. Questionnaire and Reporting

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities, outcomes, and introductions to the questionnaire and specific question areas. However, it follows a format common to all the federal agency questionnaires that allows cause-and-effect modeling using the ACSI model.

Most of the questions in the survey asked the respondent to rate items on a 1-to-10 scale, where “1” is “poor” and “10” is “excellent”. Scores are converted to a 0-to-100 scale for reporting purposes. Appendix B contains scores tables for all questions at an aggregate level and segmented by selected groups.

Chapter II
ACSI Results

A. Model Indices

The government agency ACSI model is a variation of the model used to measure private-sector companies. Both were developed at the National Quality Research Center of the University of Michigan Business School. Whereas the model for private sector, profit-making companies measures Customer Loyalty as the principal outcome of satisfaction (measured by questions on repurchase intention and price tolerance), each government agency defines the outcomes most important to it for the customer segment measured. Each agency also identifies the principal activities that interface with its customers. The model provides predictions of the impact of these activities on customer satisfaction.

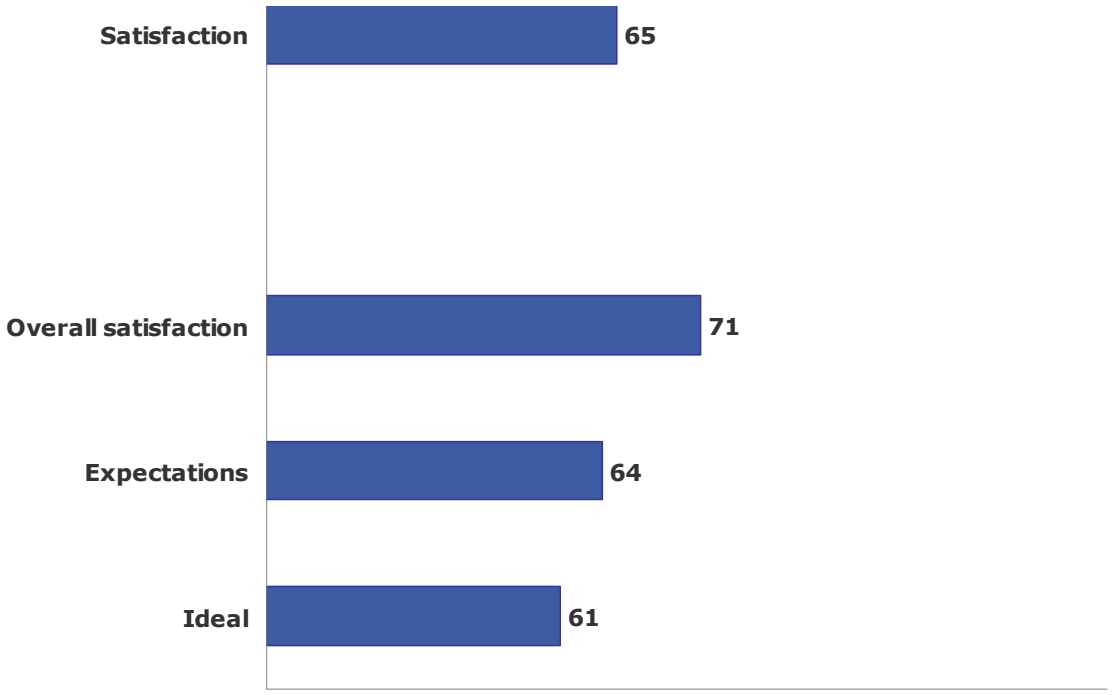
The FAA Satisfaction Model for Manufacturers, illustrated on page 12, should be viewed as a cause-and-effect model that moves from left to right, with satisfaction (ACSI) in the middle. The rectangles are multi-variable components that are measured by survey questions. The numbers in the upper right corners of the rectangles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These values represent "impacts." The larger the impact value, the more effect the component on the left has on the one on the right. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

B. Customer Satisfaction (ACSI)

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions, Q24, Q25, and Q26 in the questionnaire in Appendix A. The questions are answered on a 1-to-10 scale and converted to a 0-to-100 scale for reporting purposes. The three questions measure: Overall satisfaction (Q24); Satisfaction compared to expectations (Q25); and Satisfaction compared to an "ideal" organization (Q26). The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency satisfaction.

The 2009 Customer Satisfaction Index (CSI) for Manufacturers with the FAA is 65 on a 0-100 scale. This score is slightly below the latest federal government average, which is 69 but is on par with or above satisfaction indices for regulatory agencies.

Customer Satisfaction Index



N=358

C. FAA Manufacturers Satisfaction Model

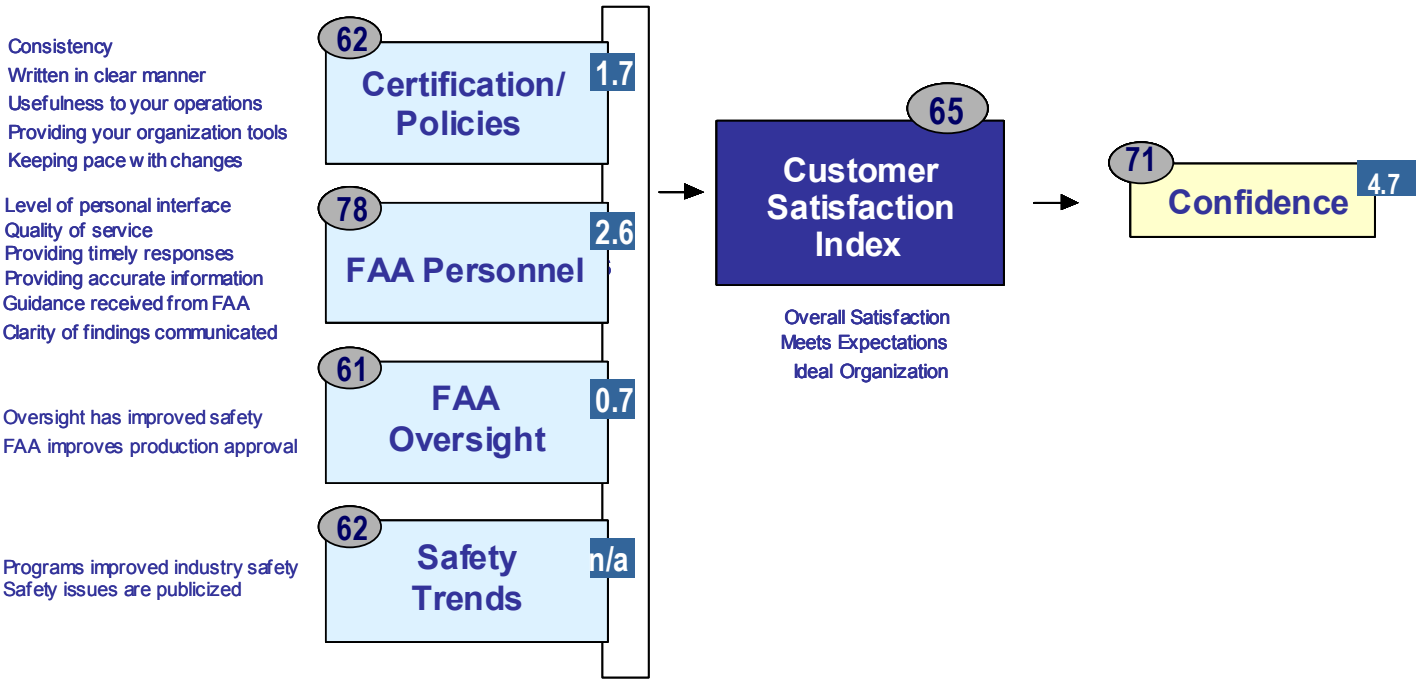
Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with “0” meaning “poor” and “100” meaning “excellent.”

A component score is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model illustrated on the next page, the component area “Certification/Policies, Standards, Regulations” is an index of the ratings of the five questions shown to the left (e.g. “consistency” and “usefulness to your operations”)

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for Certification/Policies, Standards, Regulations increased by 5 points (62 to 67), Customer Satisfaction would increase by the amount of its impact, 1.7 points, (from 65 to 66.7). If the driver increases by less than or more than five points, the resulting change in satisfaction would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by 5 points the related improvement in satisfaction will be the sum of the impacts.

As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.

2009 FAA Manufacturers Customer Satisfaction Model



N=358

Confidence interval for customer satisfaction index at a 90% level of confidence is +/- 2.2 points.

D. Drivers of Customer Satisfaction

Certification/Policies, Standards, Regulations
Impact 1.7

Certification/Policies, Standards, Regulations has a sizable impact on customer satisfaction with an impact of 1.7. While scores in this area were modest overall, manufacturers gave FAA the highest scores to Certifications/Policies, Standards, Regulations for the usefulness to their operations (67). The scores for consistency (63) and being written in a clear and understandable manner (59) show that there is opportunity to improve in these areas. Likewise, respondents felt that Certification/Policies, Standards, Regulations could do better in keeping pace with industry's changes (57). Manufacturers were somewhat more positive about the Certification/Policies, Standards, Regulations providing their organizations tools for today's aviation environment (64).

N=357

Just under one-quarter (23%) of respondents have noticed improvements in consistency and standardization among the AVS offices with the Aviation Safety Organization's (AVS) Quality Management System (QMS) while 30% have not noticed improvements and slightly less than half (46%) hold no opinion.

Noticed improvements in consistency and standardization among the AVS offices	
Noticed improvements	23%
Have not noticed improvements	30%
No opinion	46%
Number of respondents	***358***

FAA Personnel
Impact 2.6

About three-fourths (73%) of the respondents interactions with the FAA are at the Manufacturing Inspection District Office (MIDO) level while 21% were at the Aircraft Certification Office (21%). With respect to the average frequency of contacting the FAA office 42% contacted the office monthly, 27% once every 3 months and 27% contacted the FAA office once every 6 months or less frequently.

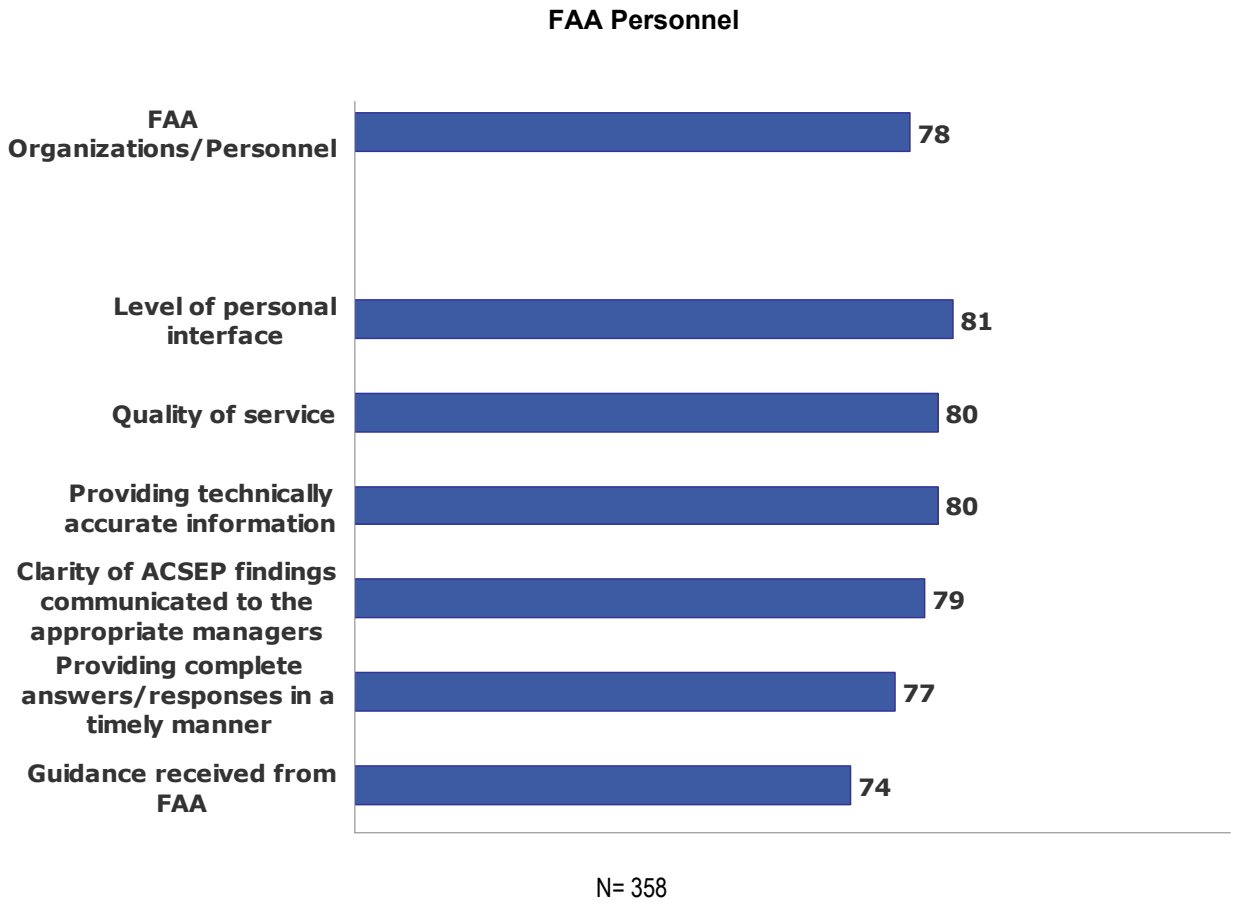
Level of most interactions with FAA	
MIDO (Manufacturing Inspection District Offices)	73%
ACO (Aircraft Certification Office)	21%
MISO (Manufacturing Inspection Satellite Offices)	4%
FAA Directorate Office	1%
HQ (Headquarters Divisions)	0%
Number of respondents	***358***

Average frequency of contacting this FAA office	
Once a month	42%
Once every 3 months	27%
Once every 6 months	16%
Once a year	11%
Don't know	3%
Number of respondents	***358***

FAA Personnel had the greatest impact on Manufacturer satisfaction with FAA. With an impact of 2.6, for every two-point improvement in the area of FAA Personnel the customer satisfaction index will improve by just over one-point. So even modest improvements in this already high performing area can positively impact customer satisfaction.

Manufacturers rated FAA Personnel the highest for the level of personal interface they provide (81). The quality of service and accuracy of information also rated highly – with both scoring 80. Answers are complete and responses are timely (77).

A couple of item that were asked about Oversight Effectiveness were found to fit statistically with the FAA Personnel component since FAA Personnel are critical aspects of each. ACSEP findings were rated as being clearly communicated to appropriate managers (79) and guidance received from FAA rated a solid 74.

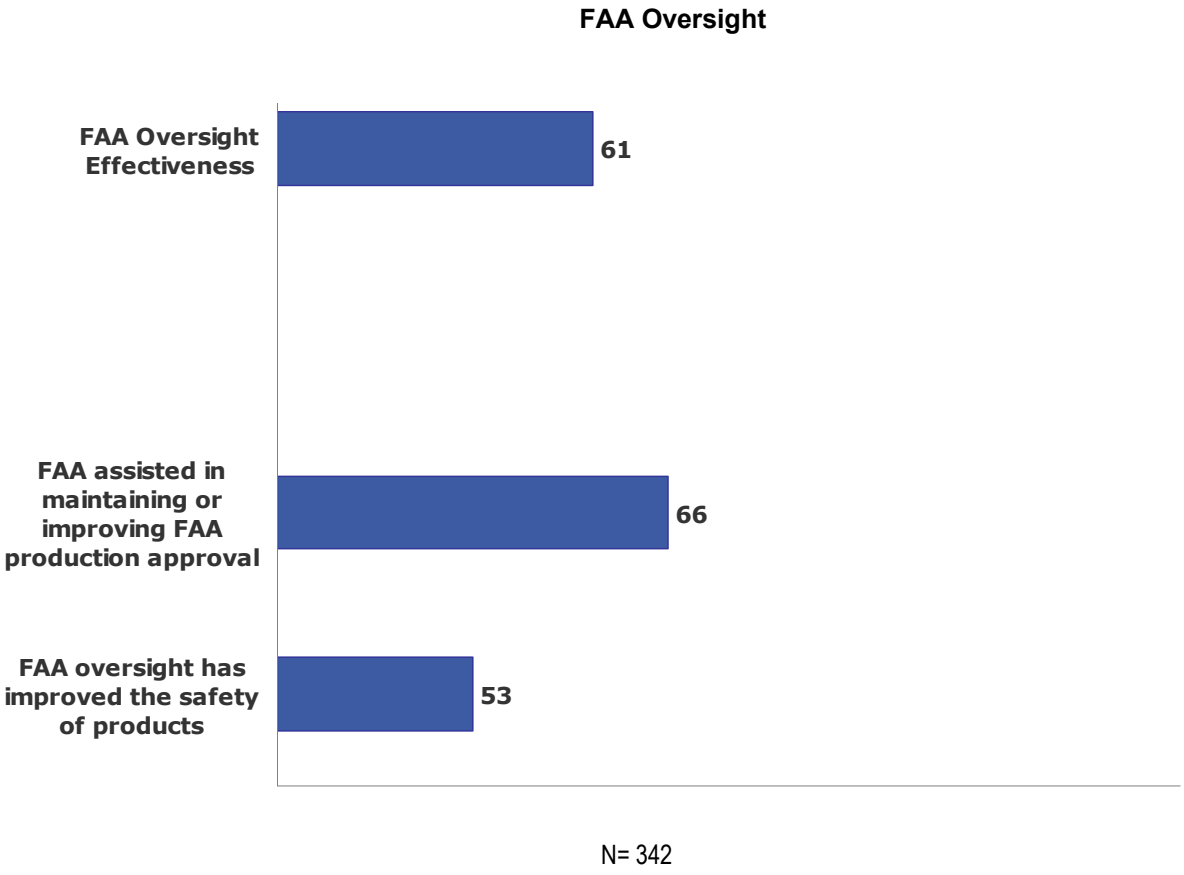


FAA Oversight
Impact 0.7

Thirty percent (30%) of respondents had their operations contract during the past year, while 23% had operations expand. The remainder (46%) reported that operations remained the same over the past year.

Status of operations during the past year	
Contracted	30%
Expanded	23%
Remained the same	46%
Number of respondents	***358***

FAA Oversight has a moderate impact on customer satisfaction with an impact of 0.7. Manufacturers felt more positively about the FAA assisting them in maintaining or improving FAA production approval (66) than they did about how much FAA oversight has improved the safety of products (53).



Safety Trends/Programs
Impact N/A

Manufacturers were asked a series of questions about safety programs. Two-thirds (67%) of respondents thought that safety monitoring, surveillance and assessment programs provide effective, predictive tools. Seventy percent (70%) thought that safety monitoring, surveillance and assessment programs assist in targeting company oversight or attention. As far as voluntary safety programs being used as risk indicators, 27% are using a Voluntary Disclosure Reporting Program (VDRP) and 25% use a Suspected Unapproved Parts (25%) program. Of those using the voluntary safety programs, just under half (45%) feel they are worth the additional costs, while 17% feel the benefits are not worth the costs.

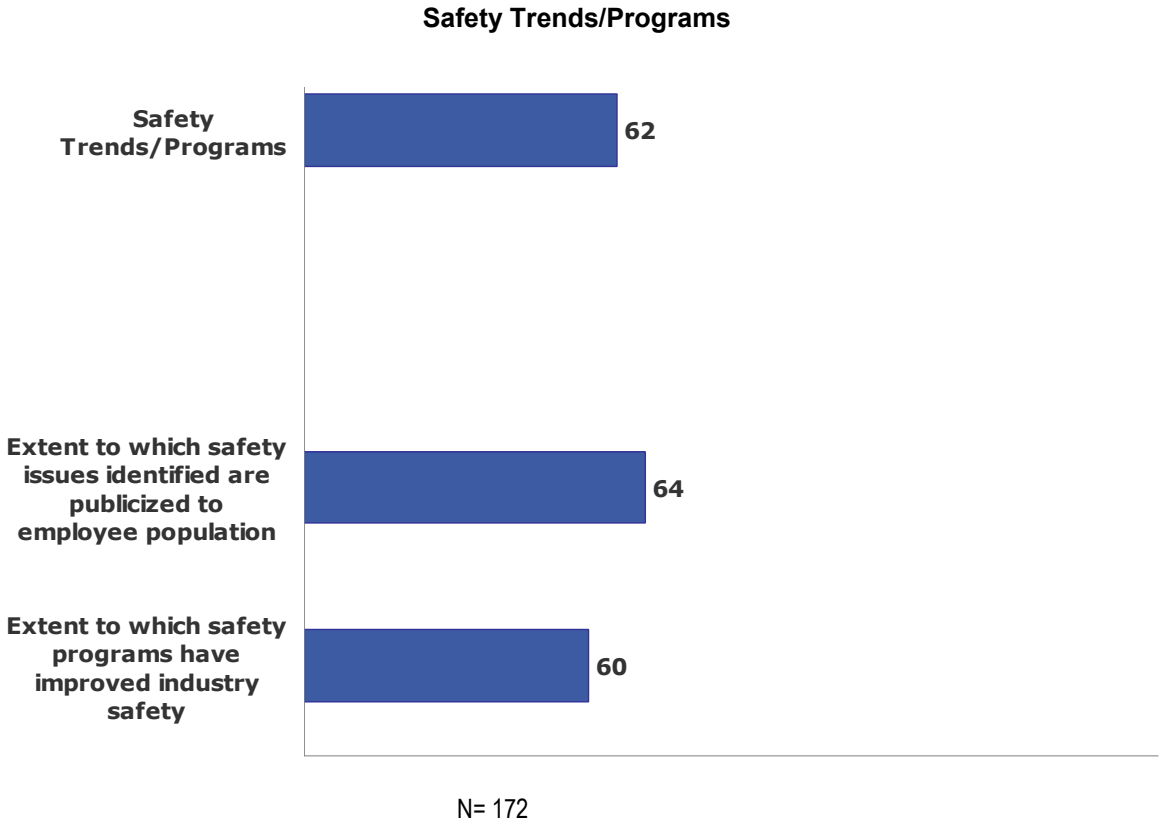
Safety programs provide effective predictive tools	
Provide effective, predictive tools	67%
Do not provide effective, predictive tools	17%
Don't know	16%
Number of respondents	***358***

Safety programs assist in targeting company oversight or attention	
Assist	70%
Do not assist	15%
Don't know	15%
Number of respondents	***358***

Voluntary safety programs used as a source for risk indicators	
VDRP (Voluntary Disclosure Reporting Program)	27%
SUP (Suspected Unapproved Parts)	25%
None of the above	48%
Number of respondents	***358***

Benefits of safety programs are worth the additional costs	
Worth additional costs	45%
Not worth additional costs	17%
Don't know	38%
Number of respondents	***186***

Respondents gave a moderate response with respect to the extent that safety programs have improved industry safety with a rating of 60 on a scale from 0 to 100, where 0 means did not contribute much and 100 means contributed a great deal. Thus, overall respondents feel safety programs do contribute to improving industry safety but not to a great extent. Similar ratings were given to the extent to which safety issues identified are publicized to the employee population (64).



N= 172

E. Outcome

The FAA measures one outcome from manufacturers: confidence in the FAA doing a good job promoting the safety of civil aviation.

Confidence (Q29)
Confidence in the FAA doing a good job promoting the safety of civil aviation was rated 71. This score is an average on a scale from 0 to 100, where 0 means not at all confident and 100 means very confident.

Satisfaction with FAA had a high impact on the confidence that manufacturers had in FAA of promoting the safety of civil aviation in the future. Satisfaction's impact on confidence was 4.7. Thus, there is almost a one-to-one relationship between changes in satisfaction with FAA and changes in confidence in FAA.

Feedback
Just over half (53%) of respondents provided feedback to the FAA during the past year. Of those who did provide feedback, most don't know yet whether their feedback has led to improvements in FAA processes as 61% responded don't know. Thirteen percent (13%) thought that their feedback had led to improvements in FAA processes, while just over one-quarter (26%) who provided feedback thought it had not led to improvements in FAA processes.

Provided feedback to the FAA during the past year	
Provided feedback	53%
Have not provided feedback	45%
Don't know	2%
Number of respondents	***358***

Feedback has led to improvements in FAA processes	
Led to improvements	13%
Has not led to improvements	26%
Don't know	61%
Number of respondents	***188***

This page intentionally left blank

Appendix A: Survey Questionnaire

This page intentionally left blank

Federal Aviation Administration
Department of Transportation
Manufacturers Satisfaction Survey 2009

Survey Introduction

Thank you for agreeing to participate in this survey, which will take approximately 10 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous. CFI Group will aggregate your responses with others before reporting the data to the FAA Department of Transportation.

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1090-0007.

Filter Questions

S1. Do you currently hold an FAA production approval?
1. Yes
2. No (TERMINATE SURVEY)
3. Don't Know (TERMINATE SURVEY)

S2. Do you currently hold an FAA Production Certificate?
1. Yes
2. No
3. Don't Know

S3. Do you currently hold an FAA Technical Standard Order Authorization (TSOA)?
1. Yes
2. No
3. Don't Know

S4. Do you currently hold an FAA Parts Manufacturing Approval (PMA)?
1. Yes
2. No
3. Don't Know

S5. Do you currently hold an FAA design approval other than an FAA TSOA or an FAA PMA?
1. Yes
2. No
3. Don't Know

Certification/Policies, Standards, Regulations

Please rate the FAA's policies, standards, regulations, and other guidance material in the following areas. Use a scale from 1 to 10, where 1 means Poor and 10 means Excellent.

Q1. Consistency
Q2. Written in clear and understandable manner
Q3. Usefulness to your operations
Q4. Providing your organization tools for today's aviation environment
Q5. Keeping pace with changes in your industry

Q6. With the FAA's Aviation Safety Organization's (AVS) Quality Management System (QMS), have you noticed any improvements in consistency and standardization among the AVS offices?

1. Yes
2. No
3. No Opinion

FAA Organizations/Personnel

Q7. At which level are most of your interactions with FAA? (Select one)
1. MIDO (Manufacturing Inspection District Offices)
2. MISO (Manufacturing Inspection Satellite Offices)
3. ACO (Aircraft Certification Office)
4. FAA Directorate Office
5. HQ (Headquarters Divisions)

Q8. On average, how often do you contact this FAA office? (Select one)
1. Once a month
2. Once every 3 months
3. Once every 6 months
4. Once a year
5. Don't know

Think about your primary FAA contact when you request clarification of regulations and policies. Please rate them on the following. Use a scale from 1 to 10, where 1 means Poor and 10 means Excellent.

Q9. Level of personal interface
Q10. Quality of service
Q11. Providing technically accurate information
Q12. Providing complete answers/responses in a timely manner

FAA Oversight Effectiveness

Q13. During the past year, have your operations…?
1. Expanded
2. Contracted
3. Remained the same

Q14. Please rate the guidance you received from FAA. Use a scale from 1 to 10, where 1 means Poor and 10 means Excellent.

Q15. Please rate how clearly ACSEP (Aircraft Certifications Systems Evaluation Program) findings are communicated to the appropriate managers at your facility. Use a scale from 1 to 10, where 1 means Not very clearly and 10 means Very clearly.

Q16. Please rate how much FAA oversight, including programs such as ACSEP, has improved the safety of your products. Use a scale from 1 to 10, where 1 means Did not contribute much and 10 means Contributed a great deal.

Q17. Please rate how much FAA assisted you in maintaining or improving your FAA production approval. Use a scale from 1 to 10, where 1 means Not very much and 10 means A great deal.

Safety Trends/Programs

Q18. Do you feel that safety monitoring, surveillance and assessment programs provide effective, predictive tools?
1. Yes
2. No

3. Don't Know

Q19. Do you feel that safety monitoring, surveillance and assessment programs assist in targeting company oversight or attention?
1. Yes
2. No
3. Don't Know

Q20. Which of the following voluntary safety programs does your organization use as a source for risk indicators?
1. SUP (Suspected Unapproved Parts)
2. VDRP (Voluntary Disclosure Reporting Program)
3. None of the above (SKIP TO NEXT SECTION)

Q21. Please rate the extent to which these programs have improved industry safety. Use a scale from 1 to 10, where 1 means Did not contribute much and 10 means Contributed a great deal.

Q22. Are the benefits of these programs worth the additional costs?
1. Yes
2. No
3. Don't Know

Q23. To what extent are the safety issues identified in these programs publicized to the employee population? Please use a scale from 1 to 10, where 1 means Not very much and 10 means A great deal.

ACSI Benchmarks

Now, consider your overall satisfaction with the FAA. Satisfaction includes many things, so please reflect on all your experiences to date with the Federal Aviation Administration.

First, please consider all your experiences to date with the Federal Aviation Administration.

Q24. Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the FAA?

Q25. Considering all your expectations, to what extent has the FAA fallen short of or exceeded your expectations? Using a 10-point scale on which "1" means "Falls Short of Expectations" and "10" means "Exceeds Expectations," to what extent has the FAA fallen short of, or exceeded your expectations?

Q26. Forget about the FAA for a moment. Now, imagine an ideal agency promoting the safety of aviation. How well do you think the FAA compares to that ideal agency?
Please use a 10-point scale on which "1" means "Not Very Close to Ideal" and "10" means "Very Close to Ideal."

Outcome Measures

Q27. During the past year, have you provided feedback to the FAA on your interactions or experiences?
1. Yes (Ask Q28)
2. No (Skip to Q29)
3. Don't Know (Skip to Q29)

Q28. Has your feedback led to improvements in FAA processes?
1. Yes

2. No
3. Don’t Know

Q29. Using a 10-point scale on which "1" means "Not at all Confident" and "10" means "Very Confident," how sure are you that the FAA will do a good job in the future of promoting the safety of civil aviation?

Appendix B: Attribute Tables by Select Segments

This page intentionally left blank

Manufacturers – 2009 Scores and Impacts

	2009	2009 Impacts
Sample Size	**358**	
Certification/Policies, Standards, Regulations	**62**	**1.7**
Consistency	63	
Written in clear and understandable manner	59	
Usefulness to your operations	67	
Providing your organization tools for today's aviation environment	64	
Keeping pace with changes in your industry	57	
FAA Organizations/Personnel	**78**	**2.6**
Level of personal interface	81	
Quality of service	80	
Providing technically accurate information	80	
Providing complete answers/responses in a timely manner	77	
Guidance received from FAA	74	
Clarity of ACSEP findings communicated to the appropriate managers	79	
FAA Oversight Effectiveness	**61**	**0.7**
FAA oversight has improved the safety of products	53	
FAA assisted in maintaining or improving FAA production approval	66	
Safety Trends/Programs	**62**	**--**
Extent to which safety programs have improved industry safety	60	
Extent to which safety issues identified are publicized to employee population	64	
Satisfaction	**65**	**--**
Overall satisfaction	71	
Expectations	64	
Ideal	61	
Confidence	**71**	**4.7**
Confidence that FAA will do a good job promoting safety of civil aviation	71	

FAA Manufacturers – Non- Modeled Table

	2009
Currently hold an FAA Production Certificate	
Hold an FAA Production Certificate	43%
Do not hold an FAA Production Certificate	49%
Don't know	8%
Number of respondents	***358***
Currently hold an FAA Technical Standard Order Authorization TSOA	
Hold an FAA TSOA	25%
Do not hold an FAA TSOA	69%
Don't know	6%
Number of respondents	***358***
Currently hold an FAA Parts Manufacturing Approval PMA	
Hold an FAA PMA	88%
Do not hold an FAA PMA	11%
Don't know	1%
Number of respondents	***358***
Currently hold an FAA design approval other than an FAA TSOA or an FAA PMA	
Hold an FAA design approval other than an FAA TSOA or an FAA PMA	31%
Do not hold an FAA design approval other than an FAA TSOA or an FAA PMA	62%
Don't know	7%
Number of respondents	***358***
Noticed improvements in consistency and standardization among the AVS offices	
Noticed improvements	23%
Have not noticed improvements	30%
No opinion	46%
Number of respondents	***358***
Level of most interactions with FAA	
MIDO (Manufacturing Inspection District Offices)	73%
ACO (Aircraft Certification Office)	21%
MISO (Manufacturing Inspection Satellite Offices)	4%
FAA Directorate Office	1%
HQ (Headquarters Divisions)	0%
Number of respondents	***358***
Average frequency of contacting this FAA office	
Once a month	42%
Once every 3 months	27%
Once every 6 months	16%
Once a year	11%
Don't know	3%
Number of respondents	***358***
Status of operations during the past year	
Contracted	30%
Expanded	23%
Remained the same	46%
Number of respondents	***358***

FAA Manufacturers – Non- Modeled Table Cont.

Safety programs provide effective predictive tools	
Provide effective, predictive tools	67%
Do not provide effective, predictive tools	17%
Don't know	16%
Number of respondents	***358***

Safety programs assist in targeting company oversight or attention	
Assist	70%
Do not assist	15%
Don't know	15%
Number of respondents	***358***

Voluntary safety programs used as a source for risk indicators	
VDRP (Voluntary Disclosure Reporting Program)	27%
SUP (Suspected Unapproved Parts)	25%
None of the above	48%
Number of respondents	***358***

Benefits of safety programs are worth the additional costs	
Worth additional costs	45%
Not worth additional costs	17%
Don't know	38%
Number of respondents	***186***

Provided feedback to the FAA during the past year	
Provided feedback	53%
Have not provided feedback	45%
Don't know	2%
Number of respondents	***358***

Feedback has led to improvements in FAA processes	
Led to improvements	13%
Has not led to improvements	26%
Don't know	61%
Number of respondents	***188***

FAA Manufacturers– Level of Interactions

	ACO (Aircraft Certification Office)	FAA Directorate Office	MIDO (Manufacturing Inspection District Offices)	MISO (Manufacturing Inspection Satellite Offices)
Sample Size	**75**	**4**	**262**	**16**
Certification/Policies, Standards, Regulations	**58**	**73**	**63**	**60**
Consistency	55	83	65	66
Written in clear and understandable manner	57	78	60	57
Usefulness to your operations	64	72	68	60
Providing your organization tools for today's aviation environment	59	75	65	61
Keeping pace with changes in your industry	52	56	59	53
FAA Organizations/Personnel	**71**	**93**	**80**	**80**
Level of personal interface	77	94	82	79
Quality of service	74	94	82	82
Providing technically accurate information	74	97	82	83
Providing complete answers/responses in a timely manner	65	97	80	78
Guidance received from FAA	66	89	75	77
Clarity of ACSEP findings communicated to the appropriate managers	74	78	81	83
FAA Oversight Effectiveness	**54**	**85**	**63**	**60**
FAA oversight has improved the safety of products	45	83	55	57
FAA assisted in maintaining or improving FAA production approval	61	89	67	67
Safety Trends/Programs	**55**	**58**	**64**	**66**
Extent to which safety programs have improved industry safety	52	61	62	64
Extent to which safety issues identified are publicized to employee population	58	56	66	68
Satisfaction	**56**	**82**	**67**	**71**
Overall satisfaction	63	89	72	77
Expectations	54	83	65	72
Ideal	52	72	63	63
Confidence	**61**	**86**	**74**	**69**
Confidence that FAA will do a good job promoting safety of civil aviation	61	86	74	69

FAA Manufacturers – Frequency of Contacting Office

	Once a month	Once every 3 months	Once every 6 months	Once a year
Sample Size	**151**	**97**	**59**	**40**
Certification/Policies, Standards, Regulations	**61**	**62**	**60**	**65**
Consistency	60	66	61	71
Written in clear and understandable manner	59	57	60	61
Usefulness to your operations	70	65	64	64
Providing your organization tools for today's aviation environment	63	62	62	65
Keeping pace with changes in your industry	55	59	56	62
FAA Organizations/Personnel	**77**	**82**	**78**	**74**
Level of personal interface	80	85	79	75
Quality of service	78	85	81	75
Providing technically accurate information	78	86	80	77
Providing complete answers/responses in a timely manner	72	83	79	75
Guidance received from FAA	74	74	74	72
Clarity of ACSEP findings communicated to the appropriate managers	81	81	76	72
FAA Oversight Effectiveness	**60**	**63**	**58**	**57**
FAA oversight has improved the safety of products	54	54	49	48
FAA assisted in maintaining or improving FAA production approval	66	69	63	60
Safety Trends/Programs	**61**	**62**	**57**	**82**
Extent to which safety programs have improved industry safety	57	62	58	83
Extent to which safety issues identified are publicized to employee population	65	61	59	81
Satisfaction	**63**	**66**	**64**	**69**
Overall satisfaction	69	73	70	72
Expectations	62	64	62	68
Ideal	58	63	58	67
Confidence	**68**	**75**	**69**	**75**
Confidence that FAA will do a good job promoting safety of civil aviation	68	75	69	75

FAA Manufacturers – Operations In the Past Year

	Contracted	Expanded	Remained the same
Sample Size	**109**	**84**	**165**
Certification/Policies, Standards, Regulations	**57**	**62**	**66**
Consistency	61	59	67
Written in clear and understandable manner	54	60	62
Usefulness to your operations	62	68	70
Providing your organization tools for today's aviation environment	57	65	67
Keeping pace with changes in your industry	52	57	61
FAA Organizations/Personnel	**80**	**75**	**79**
Level of personal interface	82	78	81
Quality of service	83	76	81
Providing technically accurate information	84	75	81
Providing complete answers/responses in a timely manner	80	70	78
Guidance received from FAA	73	73	75
Clarity of ACSEP findings communicated to the appropriate managers	81	76	80
FAA Oversight Effectiveness	**56**	**61**	**65**
FAA oversight has improved the safety of products	47	53	57
FAA assisted in maintaining or improving FAA production approval	61	67	69
Safety Trends/Programs	**56**	**62**	**68**
Extent to which safety programs have improved industry safety	53	62	66
Extent to which safety issues identified are publicized to employee population	61	62	69
Satisfaction	**63**	**64**	**67**
Overall satisfaction	71	69	71
Expectations	60	63	66
Ideal	57	59	64
Confidence	**69**	**68**	**75**
Confidence that FAA will do a good job promoting safety of civil aviation	69	68	75

FAA Manufacturers – Past Year Have Provided Feedback

	Provided feedback	Have not provided feedback
Sample Size	**188**	**162**
Certification/Policies, Standards, Regulations	**61**	**63**
Consistency	61	66
Written in clear and understandable manner	58	60
Usefulness to your operations	67	67
Providing your organization tools for today's aviation environment	62	64
Keeping pace with changes in your industry	55	60
FAA Organizations/Personnel	**78**	**79**
Level of personal interface	81	81
Quality of service	80	81
Providing technically accurate information	80	81
Providing complete answers/responses in a timely manner	76	78
Guidance received from FAA	73	75
Clarity of ACSEP findings communicated to the appropriate managers	78	81
FAA Oversight Effectiveness	**60**	**62**
FAA oversight has improved the safety of products	52	53
FAA assisted in maintaining or improving FAA production approval	66	66
Safety Trends/Programs	**61**	**63**
Extent to which safety programs have improved industry safety	58	63
Extent to which safety issues identified are publicized to employee population	65	64
Satisfaction	**63**	**67**
Overall satisfaction	69	72
Expectations	61	66
Ideal	58	64
Confidence	**68**	**75**
Confidence that FAA will do a good job promoting safety of civil aviation	68	75