



U.S. Department of Transportation  
Federal Aviation Administration

Form Approved  
OMB No. 2120-0605

## ACSEP EVALUATION CUSTOMER FEEDBACK REPORT

ACSEP No. \_\_\_\_\_

Name of Evaluated Facility: \_\_\_\_\_

Dates Evaluated: \_\_\_\_\_

As part of the Federal Aviation Administration (FAA) and industry continuous improvement efforts for the Aircraft Certification Systems Evaluation Program (ACSEP), this form is provided for your use in furnishing the FAA with comments regarding the conduct of the evaluation recently conducted at your facility. We sincerely encourage you to tell us how we did, and thank you for the time you will take to support our quality improvement and customer service objectives.

Please check the appropriate rating in each of the tables below, and provide any comments that you deem appropriate.

1. Pre-evaluation arrangements	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Coordination/Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

2. Pre-evaluation conference	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Purpose of evaluation explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

**ACSEP EVALUATION CUSTOMER FEEDBACK REPORT, con't.**

<b>3. Daily meetings</b>	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Explanation of findings/observations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Resolution of issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

<b>4. Post-evaluation conference</b>	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Explanation of executive summary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Explanation of follow-up actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

<b>5. Conduct of the evaluation</b>	Unsatisfactory	Poor	Satisfactory	Good	Excellent
• Team professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall technical skills of the ACSEP team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/recommendations for improvement:

Signature (optional)

Date

**Please return completed form to:**

**Paperwork Reduction Act Statement:** The information that is submitted is used to improve the Aircraft Certification systems Evaluation Program (ACSEP) including the training associated with the program. Although not mandatory, it is requested that this form be completed within thirty (30) days after the completion of the evaluation. The information is submitted by the company evaluated, and is used only to improve the evaluation process, training and team make-up training/updating. The information is held in confidence. We estimate that it will take no longer than 30 minutes to complete the survey. Please note that an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The OMB control number associated with this collection is 2120-0605.