

FLIGHT STANDARDS CUSTOMER SERVICE STANDARDS

Under Executive Order 12862, "Setting Customer Service Standards," dated September 11, 1993, agencies must develop and publish customer service standards for major programs and services provided directly to their external customers—the American public. Agencies are required also to explain how they plan to meet specific commitments to their customers.

According to the National Performance Review (NPR), customers should be able to judge how well an agency is doing in meeting its customer service standards. In March 1995, agencies were directed to measure, on an ongoing basis, the results achieved against the customer service standards and to report those results to customers at least annually. Agencies also were asked to revise published standards as needed to reflect customer feedback on how well the standards met the customers' needs and expectations.

*Within the Flight Standards organization, we developed customer service standards for three major program areas: **minimum equipment lists, operations specifications, and airmen certification.***

To learn more about these areas, click onto the area of interest to you. For additional information or if you have any questions on this information, please call Mickey Hostetler, AFS-130, on (202) 267-3089. We welcome your comments or suggestions.