

FAA Delegation Workshop Sep 2004
Customer Service Initiative

FAA Customer Service Initiative

Sep 04

Customer Service Initiative

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**Goals of FAA's Customer
Service Initiative**

- ? Promote more consistency and fairness in applying FAA regulations.
- Promote earlier resolution of disagreements.
- ? Better document regulation and certification decisions.
- ? Make every FAA employee accountable for achieving the agency's mission

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**What Customers Can Expect
from the FAA**

- ? Service that promotes a safe, secure and efficient aviation system
- ? Considerate, respectful and professional service
- ? Clear explanation of the requirements, alternatives and possible outcomes associated with their inquiry or request
- ? Timely and complete responses to inquiries and requests

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**What Customers Can Expect
from the FAA**

- Clear explanation of FAA decisions
- An environment where FAA decisions can be questioned or challenged without fear of retribution
- Fair and careful consideration of their issue
- Clear guidance on elevating concerns to the next-highest level of FAA authority

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Ralph Meyer, AIR-140

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**What the FAA Asks of its
Customers**

- Understand that safety is the FAA's first priority
- ? Display the same level of professionalism they expect from the FAA
- ? Provide all pertinent information in a timely manner
- ? Use the FAA's established "chain of command" to elevate concerns