

title Customer information  
subj Customer survey 2022

**We would like to thank our customers for their positive evaluation of our services and for their valuable feedback, which will help us to improve further.**

Skyguide conducted a customer satisfaction survey between October and December 2022. The aim of the survey was to obtain feedback from our customers on our performance and services so that we can better align and optimize our services to their requirements, including for our skybriefing briefing platform.

The analysis showed that the overall customer satisfaction rating is at a high level. Both the ability to store flight plan and briefing data and the speed of the system are rated as good. In particular, the user-friendliness of skybriefing was rated as very good by the respondents. The scope, quality and availability of the information are rated positively throughout.

We have received individual feedbacks which we are now analyzing in more detail in order to develop possible improvement approaches, to assess a possible implementation and plan an introduction. These include an improvement in the sorting of briefing information and the insertion of the DABS map in the briefings, an optimization of PDF generation and a better color display for the time slider in the weather maps. We are also reviewing customer requests to see how we can better display the changed information in the eAIP and eVFRM for our customers in an overview.

We have already been able to introduce some improvements. Among other things, we have been able to implement an adjustment in the sorting of briefing information, especially in the sorting of weather charts according to their validity and, if necessary, also according to flight area for wind and temperature charts. In addition, we have now integrated access to the obstacle map, on which all aviation obstacles in Switzerland can be seen and the respective detailed information can be called up. Furthermore, the obstacle NOTAMs are linked via the coordinates in the briefings and can be displayed on the obstacle map.

The web application covers the basic requirements to be provided by the state for flight preparation and can also be used on mobile devices. The development of a skybriefing APP and major developments to the existing skybriefing solution are not planned for the next three years. However, the skybriefing platform has an open interface that can be used by software and APP providers. The interface enables access to NOTAM data from authorised sources. Interested developers or software providers are welcome to contact us at any time.

We would like to thank all customers who participated in the online survey and wish everyone "happy landings" for the 2024 flight season.

Costas Cavillier,  
Head of Operations Services