

# Feedback Module

## Ver. 4

## **INTRODUCTION**

Feedback is the process where users would share their views about the services availed with the organization. A feedback system will help the organization to regulate and improve services provided by them.

## The Feedback Process

A feedback page will be provided in the system.

This page will have two sections

1. **Details of the user filling the feedback** : System will capture the following details of the user
  - a. Feedback Type : (AAI/Airlines/Concessionaries/other Agency)
  - b. Airport name : ( In case not AAI )
  - c. Name of the passenger : ( Mandatory)
  - d. Mobile number :
  - e. Email ID :
  - f. Age :
  - g. City :
  - h. Date of travel
  - i. Flight Number
  - j. No of visits in past 12 months.

Mobile Number and Email Address, one of is mandatory.

2. **Feedback Questionnaires:** System will maintain feedback questionnaires in groups. User could click on the relevant group for which he/she would like to share the feedback.

System will allow submitting a feedback with at least one feedback from any one of the groups.

Each questionnaire will have the following choices as below

- Excellent
- Very good
- Average
- Needs Improvement
- Poor

Example of Questionnaire groups:

1. Security questions
  - a. Waiting time at security inspection
  - b. Feeling of being safe and secure
2. Baggage questions
  - a. Waiting time for check-In queue/line
  - b. Availability of baggage carts/trolleys

## **Reports Available to AAI regarding Feedback**

- Airport Wise Customer Satisfaction Index report.
- Airport wise rating summary
- Airlines wise rating summary

The filters criteria of the above reports are

- Feedback Date range
- All / Selective Airport
- All / selective Airlines
- All / selective Questionnaire Group
- All/ selective Rating

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