

TASK # AN005. AJI-2 CUSTOMER SATISFACTION PROCESS

Preliminary Cross-functional Map of the Current Technical Training Customer Satisfaction Process

PROJECT AT-A-GLANCE

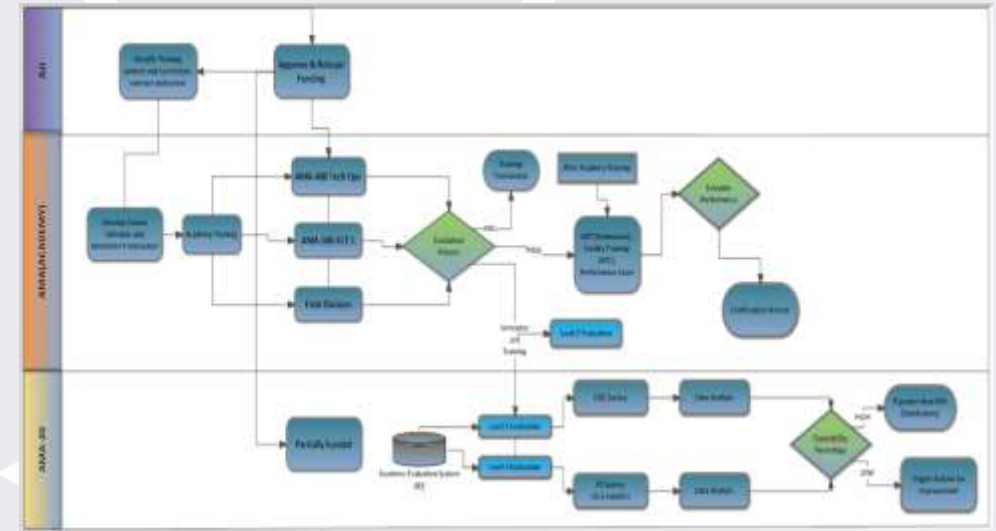
- UNIVERSITY: University of Akron
- PRINCIPAL INVESTIGATORS: Dr. Chen Ling, Dr. Shengyong Wang
- STUDENTS: Venkata Ganesh, Ashish Akula
- INDUSTRY PARTNERS: CSD, C² Technologies

RELEVANCE TO TECHNICAL TRAINING AND HUMAN PERFORMANCE

- Customer satisfaction is directly linked to business performance.
- Implementing a customer satisfaction process for AJI-2 Technical Training would create a review and response mechanism to refine AJI-2 products and services and lead to better training quality and delivery

STATEMENT OF WORK

- Current AJI-2 Technical Training Customer Satisfaction Process Mapping
- Extensive Literature Review to Identify Industry Best Practices
- Preliminary Design of Customer Satisfaction Surveys and Focus Groups
- Develop Customer Satisfaction Data Analytics Strategies
- Provide comprehensive recommendation of a process for collecting, analyzing, and taking actions on customer satisfaction data (All 5 Levels)



STATUS

- Current Process Mapping – 50% complete
- Industry Best Practices – 80% complete
- Surveys and Focus Groups – 50% complete
- Data Analytics Strategies – 35% complete
- Final Report – will work on it after the above tasks complete

FUTURE WORK

- Implement the recommended process to collect customer satisfaction data (especially for Levels 4 and 5)
- Utilize advanced analytics to better understand and discover continuous improvement opportunities
- Create a review and response mechanism to refine AJI-2 products and services

Publications, Presentations & Awards

- Publications: N/A
- Presentations:
 - AJI-2 Customer Satisfaction Process Overview. FAA COE CLIMB Team Kickoff Meeting, Norman, OK, September 22, 2016.
 - AJI-2 Customer Satisfaction Process Overview. FAA COE First Quarter Meeting, Norman, OK, October 31, 2016.
 - AJI-2 Customer Satisfaction Process Project Update. FAA COE Second Quarter Meeting, Daytona Beach, FL, March 1, 2017
 - AJI-2 Customer Satisfaction Process Poster Presentation. FAA COE Third Quarter Meeting, Washington, DC, June 14, 2017.
- Awards: N/A