



HungaroControl

Magyar Légiforgalmi Szolgálat Zrt.

PRESS RELEASE

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HungaroControl's Customer Satisfaction Survey

In the future, the Hungarian air navigation service will constantly monitor the needs of airspace users.

A survey launched within the framework of HungaroControl (HC)'s new service quality and customer satisfaction programme focused on flight safety issues, the Hungarian route network and airspace structure, as well as flexible and cost-efficient aviation. The online questionnaires were completed by more than five hundred pilots from sixteen airlines. Building on the findings of the survey, HC will continue its service improvement programme.

In this stage of the service quality and customer satisfaction programme, which relies on feedback from the representatives of airspace users, HungaroControl's specially compiled questionnaire was sent to the chief pilots of international airlines. 536 currently active captains and first officers replied to the questions in response to this request. During the analysis, airspace users who only participate in overflying traffic through Hungary were distinguished from those who have already landed at Liszt Ferenc International Airport.

The pilots' general level of satisfaction was 4.47 on a scale of five. One important lesson of the survey is that pilot satisfaction is predominantly determined by the quality of direct contact with air traffic controllers, rather than by the regulation of the airspace structure or the quality of the aeronautical information pilots receive. For this reason, HungaroControl will place an even greater emphasis on the continuous training of air traffic controllers, as well as the development of its air navigation system and the technical infrastructure that provide the background to controller-pilot interaction.

"One of the main objectives of our programme is to expand the application of our technical, technological and cost-efficiency-related developments to the widest possible range of airspace users. The reason is that in our opinion, we need to work together with airlines to find new solutions that result in real and significant cost savings while also allowing for the local specifics" Kornél Szepessy, CEO of HungaroControl said.

HC launched its service quality and customer satisfaction programme at its first Airline Workshop held last November, where the participants discussed technological innovations, workflow processes and procedures that serve the purposes of increasing flight safety and the development of air navigation services. The working groups comprising pilots, air traffic controllers as well as ATM system designers and flight safety specialists contributed to additional innovations with important feedback and ideas based on experiences.

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On HungaroControl

Due to its state-of-the-art technology, cutting-edge developments and services, **HungaroControl** Pte. Ltd. Co. is one of the most accurate, most efficient and most reliable service providers in international aviation, and an active regional initiator and co-operating partner of the European Union's integration efforts under the Single European Sky. Last year HungaroControl launched several significant projects to improve its air navigation services, guarantee the safe management of the increasing air traffic, and promote the success of the integration undertaken by the European Union and about to take place soon.

Additional information:

*Katalin Szőke HungaroControl Zrt
Head of Communication Department
Email: katalin.j.szoke@hungarocontrol.hu
Telephone: +36-1-293-4034*



HungaroControl Magyar Légiforgalmi Szolgálat Zrt. | 1675 Budapest, P.O.B. 80
ceo@hungarocontrol.hu | www.hungarocontrol.hu
E-mail: info@hungarocontrol.hu
Telephone: (+36 1) 293 4444