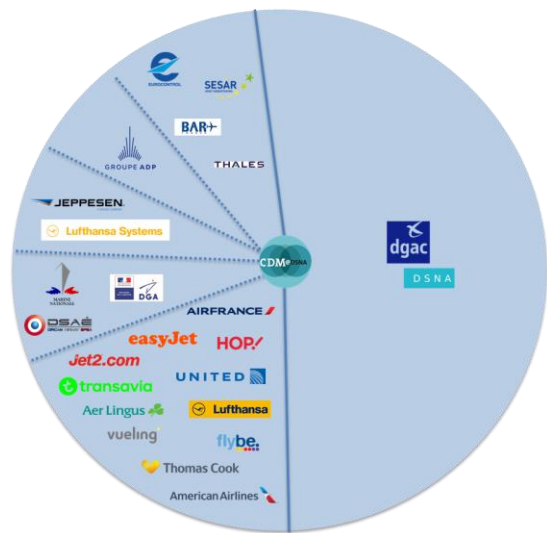


17/01/18

PARTICIPATION



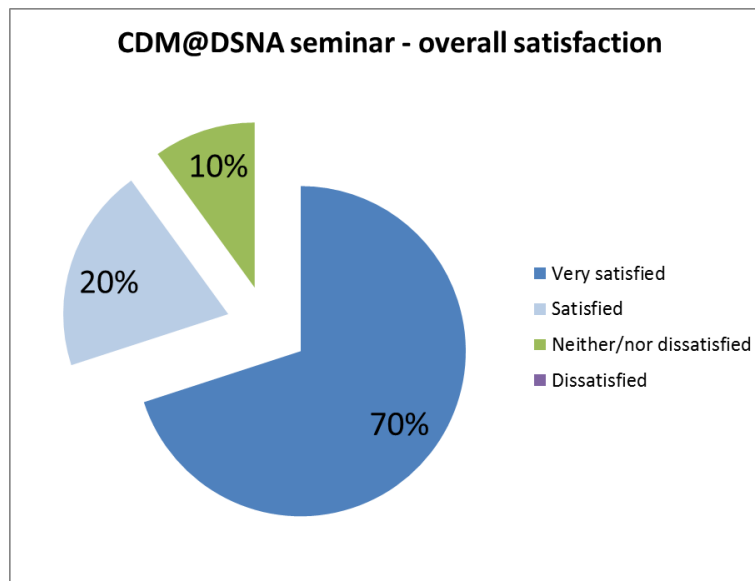
45%: Airlines, representatives and partners
55%: DSNA

It's never too late to share with us your thoughts and help us organize customer events that meet your expectations. We are counting on you: dsna-customer-bf@aviation-civile.gouv.fr

87 participants and 39 externals (airlines and associations, airport operators, partners), 21% airline participation.

Very few participants filled in the satisfaction questionnaire. This is the reason why we have chosen to put forward the areas where improvements could be made in priority.

OVERALL SATISFACTION



CUSTOMER FEEDBACK

- Seminar should end by a shared action plan and suggested follow-up sessions.
- Seminar objective and purpose should be formulated clearly

- Workshops were very much appreciated either for their content than for the possibility to interact as a group during each of the sessions.
- The CDM@DSNA seminar format mixing debate panels during the plenary session and one hour workshops in the afternoon satisfied a large majority of the attendees.
- Even if the quality of the food were particularly highlighted, the participants wish DSNA to reconsider organizing the CDM@DSNA at the Hilton hotel in Orly. DSNA should favor hosting the seminar at Paris-CDG.
- Presentations were found short enough. DSNA should look into more dynamic and interactive means to facilitate Q&A sessions after each presentation (i.e. <https://pigeonholelive.com/>).
- Industry (i.e. Thales) participated for the first time and said their satisfaction with regard to the content of the seminar and airlines expectations being freely expressed.