

	CSI: Flight Standards	Document # AFS-2004-1	Revision 1
	Title: Operator's Guide to the AVR Customer Service Initiative		Page 5 of 18
<i>AFS Values: Quality - Timeliness - Collaboration - Accountability - Customer Service - Employee Contributions</i>			

**CSI: FLIGHT STANDARDS
CUSTOMER SERVICE INITIATIVE IMPLEMENTATION
IN FLIGHT STANDARDS**

What is the Purpose of CSI: Flight Standards? Flight Standards' mission is to provide the public with accident-free aircraft operations through the highest standards in the world. In fulfilling that mission, Flight Standards and aviation operators may find themselves on opposing sides of an interpretation of a regulation or a standard. The process outlined on the following pages helps both Flight Standards and its customers understand how differences may be resolved. The emphasis is resolution at the lowest possible level but with the opportunity for the customer to elevate a decision through Flight Standards' and, then, the FAA's "chain-of-command."

Who are our Customers? Our customers are people and companies requesting certification, other aviation services, or information related to the products and mission of Flight Standards. Though *CSI: Flight Standards* is geared toward certificated operators—airlines, air agencies, and other commercial operators—it is also applicable to individual airmen as well as the non-aviation public.

What Services do we Provide Our Customers?

- Flight Standards employees review applications for certification and conduct appropriate inspections and tests to determine that the applicant meets regulatory requirements and standards.
- Flight Standards employees conduct inspections and surveillance to assure that an operator continues to meet regulatory requirements and standards.
- Flight Standards employees provide information, advice, and guidance to operators.

What is our Customer Commitment?

- Schedule appointments as soon as workload permits or offer reasonable alternatives, e.g., if a certification practical test cannot be scheduled to your satisfaction, we will refer you to an appropriate designated pilot examiner
- Explain regulatory requirements and provide copies of all necessary guidance documents
- Begin initial review of air operator or air agency applications within 20 working days of receipt
- Respond to correspondence and other inquiries as soon as possible
- Make decisions based on regulatory requirements, established standards, and approved policy regardless of the operator's history or prior experience with the office

