



NORWEGIAN DEFENCE  
MATERIEL AGENCY

# MAA-NOR Stakeholder satisfaction survey

## Results

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October 2024



## Part A Development of regulations

■ Strongly disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly agree
 ■ Don't know

The EMAR regulation have increased my organisations ability to provide consistent quality

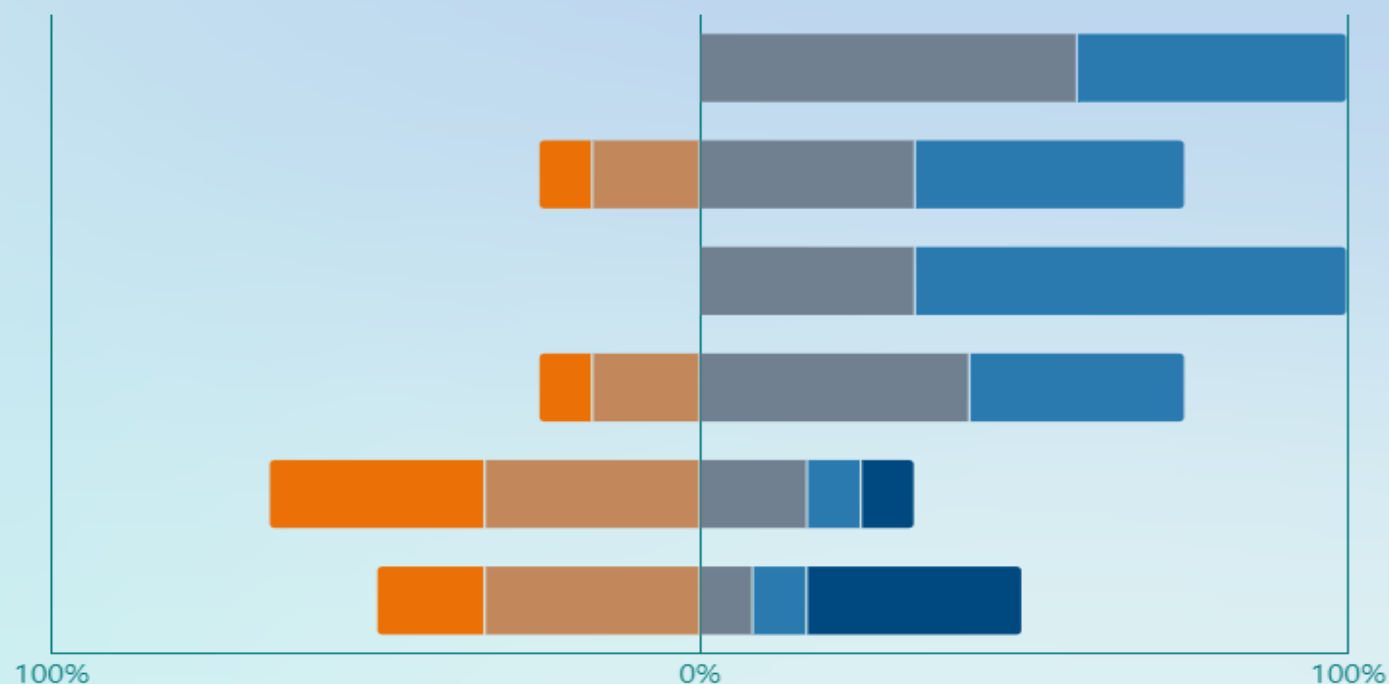
I understand the flexibility provided by the EMAR regulations

I understand the strategic benefits of harmonized regulations between EMAR and NATO nations

I understand the flexibility provided by the EMAR regulations

MAA-NOR provides me adequate opportunity to provide input on regulation development

MAA-NOR allows single incidents and special circumstances to influence the strategic direction of ai...



## Part B - Understanding of regulations

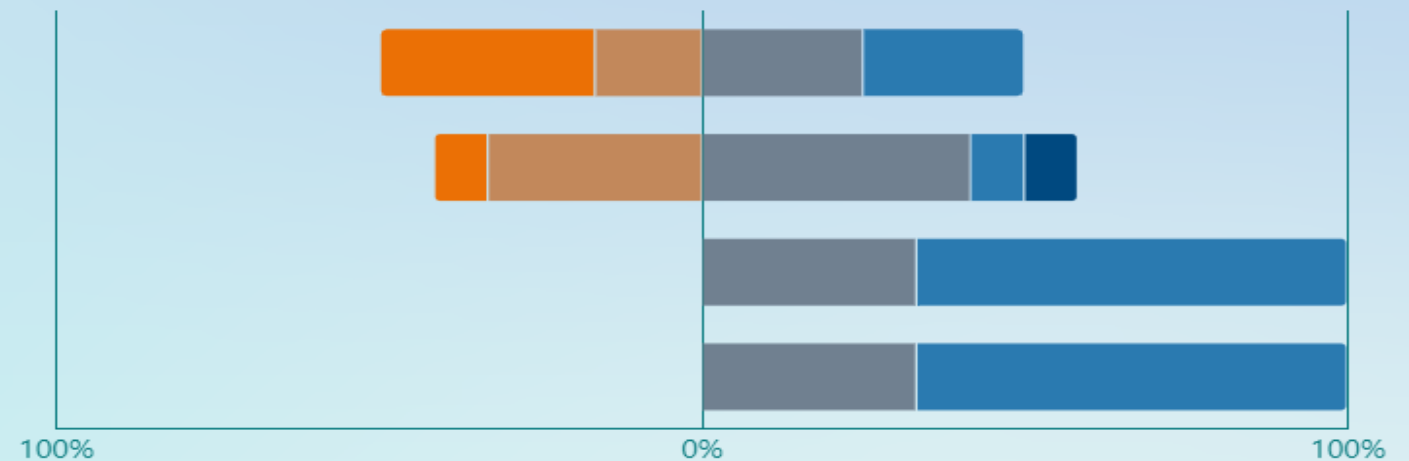
Strongly disagree Disagree Neutral Agree Strongly agree Don't know

MAA-NOR have a sound understanding of the regulations governing my activities

MAA-NOR surveyors have have consistent understanding and apply rules consistently

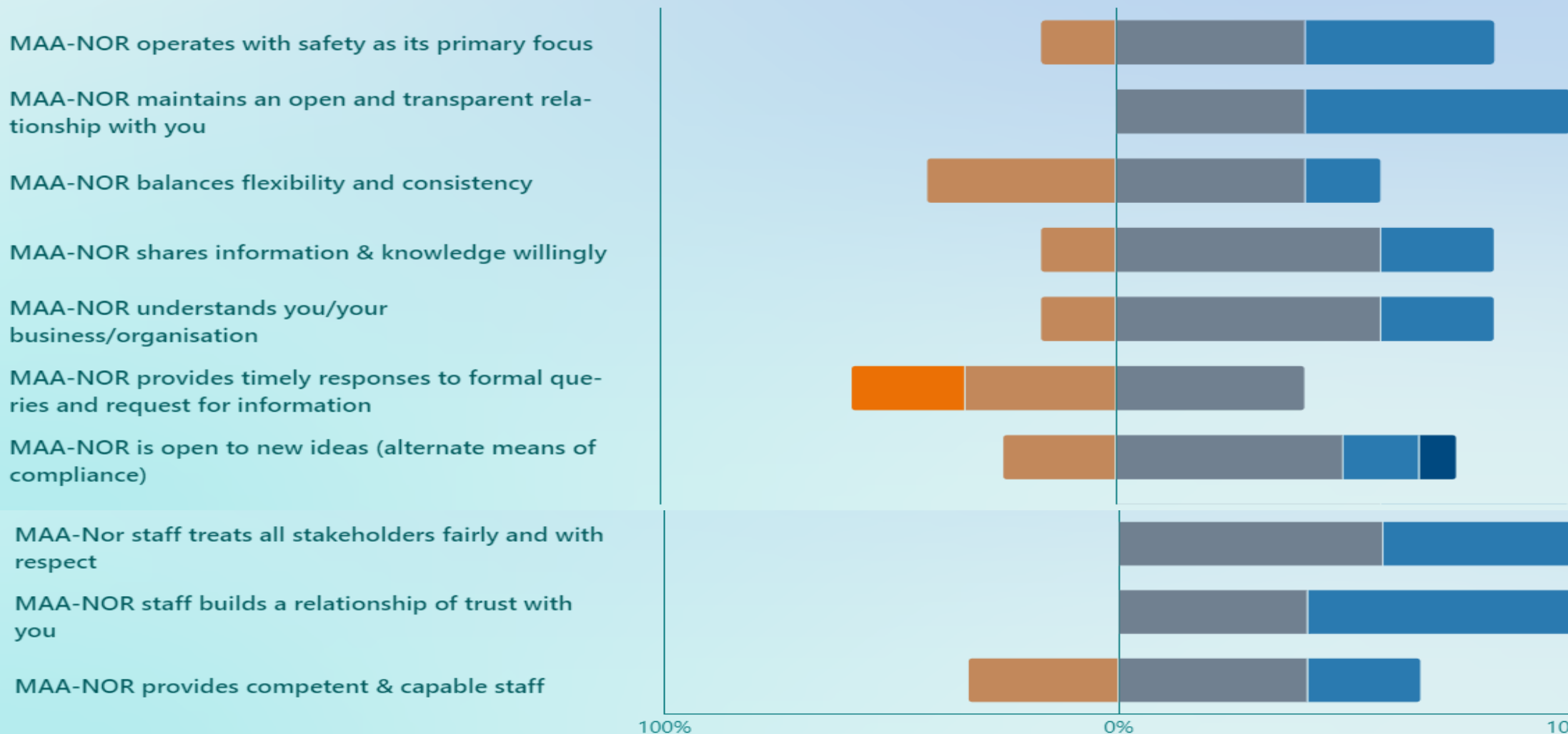
Regulations play a key role in ensuring I operate safely

I actively seek opportunities to operate as safely as possible



# Satisfaction with relationship

■ Strongly disagree  
 ■ Disagree  
 ■ Neutral  
 ■ Agree  
 ■ Strongly agree  
 ■ Don't know



# Consistency of decision making

Stongly disagree Disagree Neutral Agree Strongly agree Don't know

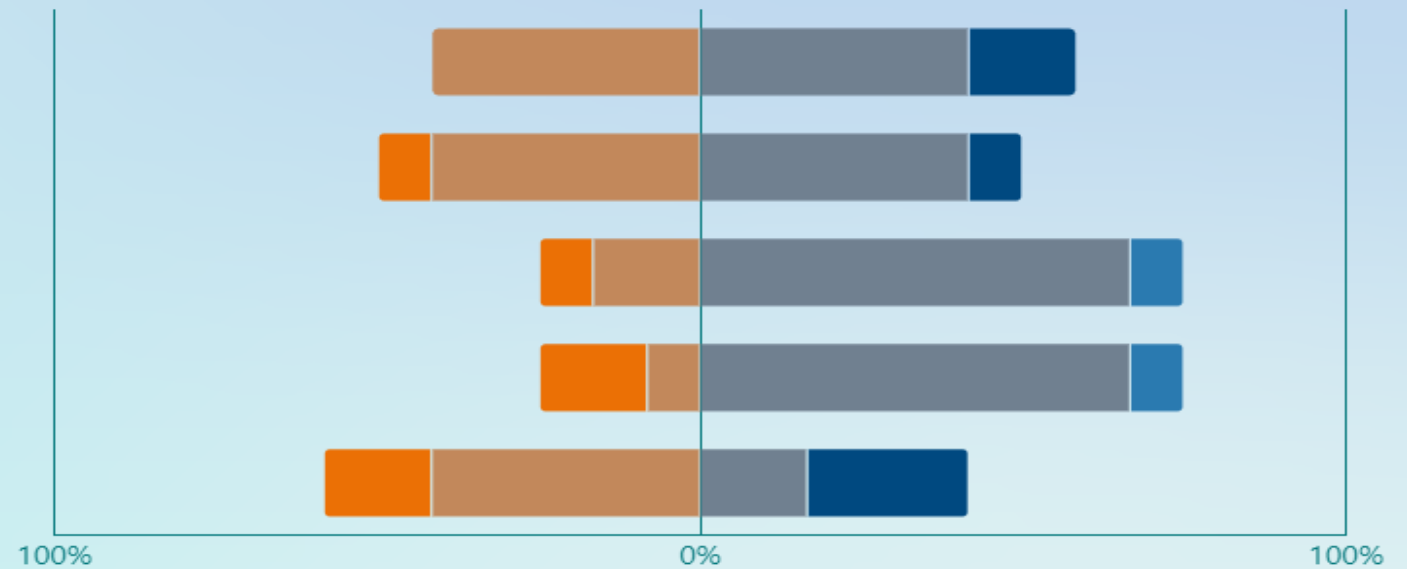
MAA-NOR staff is consintent in how they make decisions

MAA-NOR is consistent in the decision that are made

The decisions made by MAA-NOR staff are usually easy to understand

MAA-NOR make decisions which reflect an understanding of my airworthiness activities and/or...

MAA-NOR allows single incidents and special circumstances to influence the consistency of decision...



# Dialogue with the community

Strongly disagree Disagree Neutral Agree Strongly agree Don't know

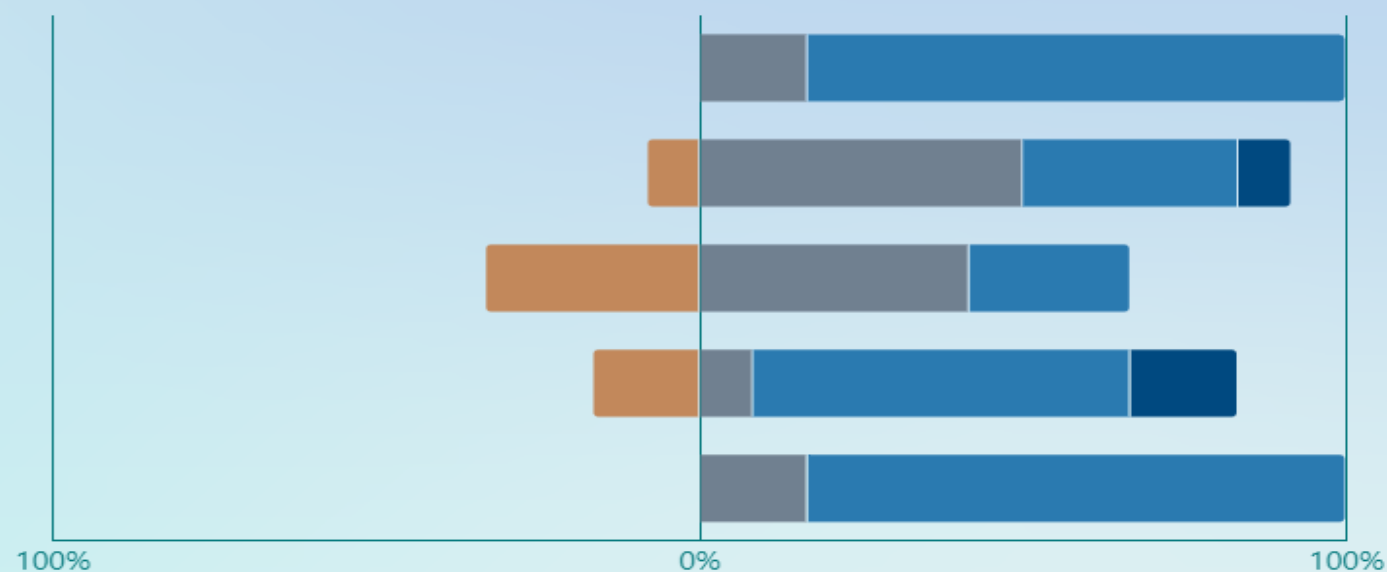
MAA-NOR have a vital role in ensuring aviation safety in Norway.

MAA-NOR takes the time to get to know people and organisations relevant to the airworthiness of Norw...

MAA-NOR provides me withy information which is relevant to my airworthiness activities

MAA-NOR values input form the community

I have a professional and courteous relationship with MAA-NOR staff



# Service delivery

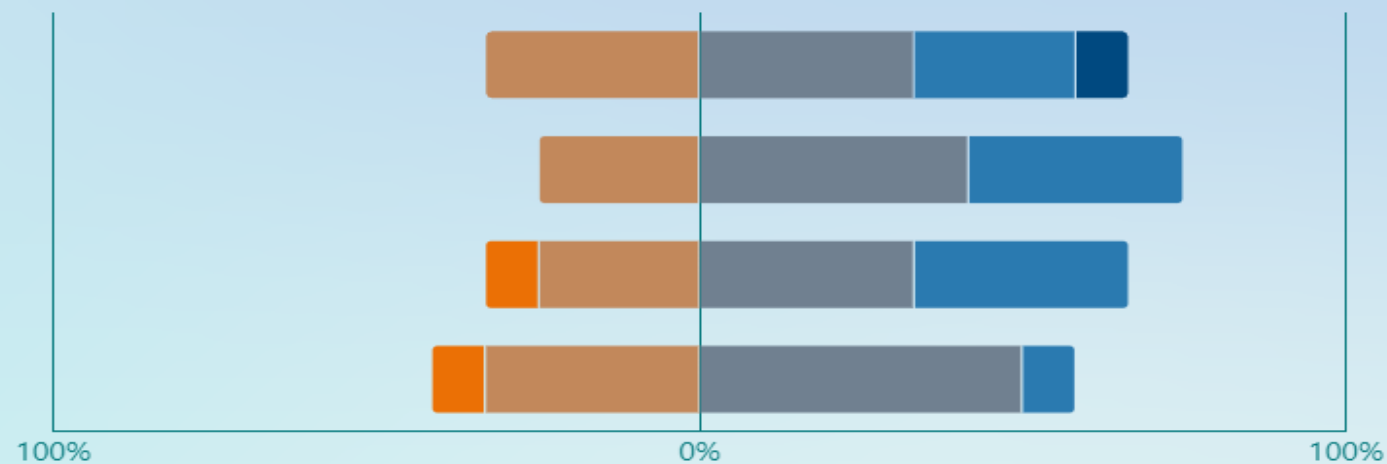
Strongly disagree Disagree Neutral Agree Strongly agree Don't know

Information and advice from MAA-NOR is consistent over time and between different staff

MAA-NOR staff understood your issue

MAA-NOR staff understand the history of your issue

MAA-NOR handled your query in a timely manner



# Timeliness

■ Up to 3 weeks   
 ■ Up to 6 weeks   
 ■ Up to 10 weeks   
 ■ Up to 15 weeks   
 ■ Up to 24 weeks   
 ■ Don't know

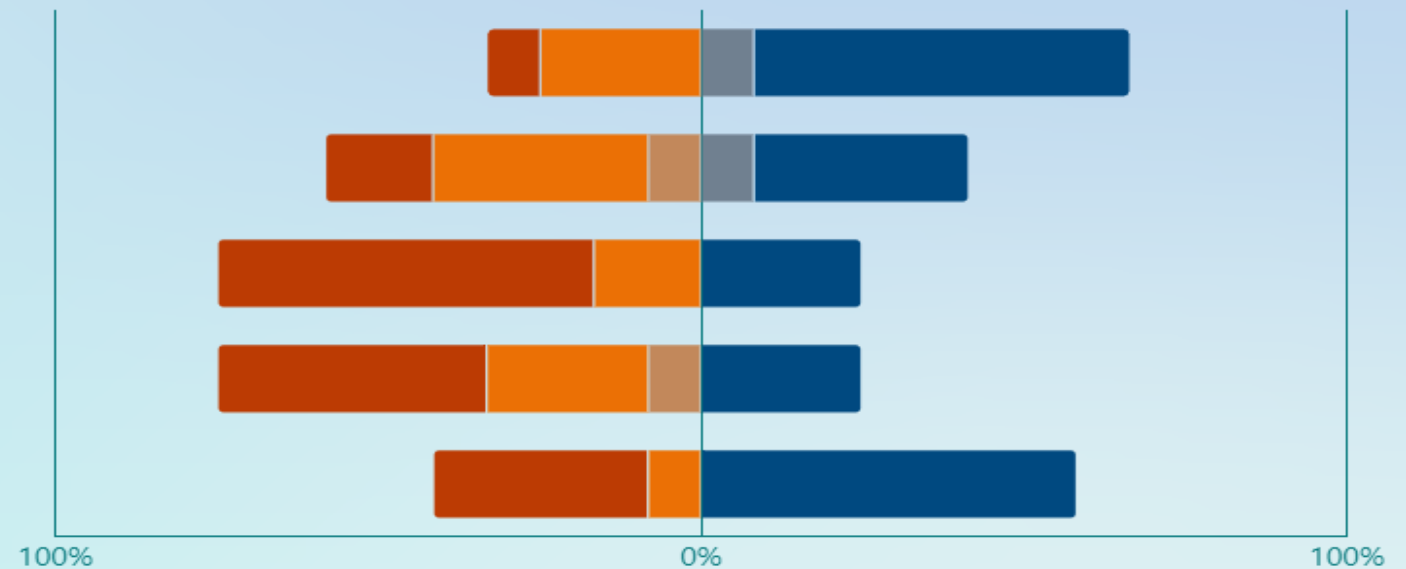
I understand that the timeline for MAA-NOR review and approval of a new/re-newed Continuing manag...

I understand that the timeline for MAA-NOR review and approval of a new/re-newed Maintenance orga...

I understand that the timeline for information or request for changes, dependant on complexity, clarity...

I understand that the timeline for MAA-NOR review and issuance of MAML may be

I understand that the timeline for MAA-NOR review of an application for registration/de-registration, an...





8. If relevant, please add your suggestion which MAA-NOR can implement in order for your organisation to perform better

7 Svar

ID ↑	Navn	Svar
1	anonymous	Suggest MAA-NOR to invite all stakeholders to an annual conference similar to Norwegian CAA.
2	anonymous	MAA-NOR is on a steady path to establish the same strong position within Norwegian Aviation as that of the Norwegian Civil Aviation Authority. One recommendation is that MAA-NOR implements an annual conference/seminar for all stakeholders (similar to that of Norwegian CAA) to share lessons learnt and discuss joint strategies designed to continuously improve the safety standards of Norwegian military aviation. PS: On my responses to questions 7a and 7b above: Up to six weeks for new approvals. Up to 3 weeks for renewal of approvals
3	anonymous	Med unntak av denne undersøkelsen så mener jeg kommunikasjonen mellom MAA og undertegnede som Accountable Manager har vært for sjelden. Særlig i en oppstartsfase som vi har vært igjennom.
4	anonymous	Two things: - Keep the MAIBs coming. These are really good and informative. - I would also like the MAA-NOR to consider implementing some sort of telephone hotline for informal queries, to easily clear up misunderstandings and misinterpretations of the requirements (within regular working hours, of course). Reason being that the MO's are expected to live by the EMAR regulations in their raw and unprocessed form (i.e. no particular "Norwegian" EMAR), which may at times be quite difficult to understand and translate into RNoAF context. Formal requests would still be in writing, of course.
5	anonymous	SMS - Safety Management System for airworthiness and maintenance organisations. Compliance focused regulation iaw EASA present regulation. EMAR regulations for Air Operations, to get a better and more predictable interface between Operations, airworthiness and maintenance based on EASA.
6	anonymous	We need a proper application to manage an SMS, or at least VOR/MORs, audits and authorisations
7	anonymous	Være litt mindre restriktiv med å gi råd/veiledning. Spesielt i den perioden man har vært gjennom de siste 2-3 år(implementering). Kanskje 1/2 årlig, eller et årlig møte mellom AMO 145 organisasjonene og NML bør vurderes. Noe raskere saksbehandlingstid på søknader/godkjenninger kan tilstrebes. Denne spørreundersøkelsen burde vært sendt ut på norsk.