



COMISSÃO LATINO-AMERICANA
DE AVIAÇÃO CIVIL

LATIN AMERICAN CIVIL
AVIATION COMMISSION

COMISIÓN LATINOAMERICANA DE AVIACIÓN CIVIL

SECRETARIA
Apartado Postal 27032,
Lima, Perú

CLAC 1.5.4.66/150

07 June 2018

To: AVIATION AUTHORITIES, AIRPORTS OPERATORS AND AIRLINES

Subject: LACAC/Korea Course “Customer Satisfaction Quality Management”
(Bogotá, Colombia, 23-27 July 2018)

Action required: Reply concerning attendance before July 16, 2018

Dear Sir/Madam:

According to the LACAC Meeting Programme 2017/2018, it was agreed to carry out a LACAC/Korea Course “Customer Satisfaction Quality Management”, within the framework of the Memorandum of Understanding to subscribed between the Latin American Civil Aviation Commission (LACAC) and the Ministry of Land, Infrastructure and Transport of Korea, specifically on the offer of contribute with training of officials from LACAC member States.

This Course will be conducted in English with simultaneous interpretation to Spanish and would be most beneficial Executives of the Aeronautical Authorities, Airport Operators and Airlines. In that sense, I would appreciate to circulate this invitation among the managers and officials of the mentioned institutions.

This event will have a US\$ 250.00 registration fee per attendee that will be useful to cover part of the administrative expenses of the event and can be paid before the event with organizations' own resources or through the training budget of ICAO technical cooperation project. The payment of the indicated amount must be paid in United States Dollars, by electronic transfer to the following bank:

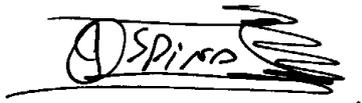
Royal Bank of Canada
Account number: 05101 404 6 892
ICAO Pool Account
Ste. Catherine and Stanley Branch
Montreal, Quebec, Canada
Swift Code: ROYCCAT2
Reference: RLA/06/801

The paying bank should clearly **indicate that the payment is for LACAC/Korea Course “Customer Satisfaction Quality Management”**, and this information should be transmitted to the receiving bank. After payment, please send a copy to this Secretariat, indicating the data for the participant.

Finally, it is informed that the maximum number of is 30 participants, for this reason, your Administration is urged to **indicate before July 16, 2018** about participation in this event and inform the names and titles of designated officials. The registration will be made in the order that the registration forms will be received until the indicated quota is completed.

On the other hand, **Attachment 1** includes the objectives, agenda and tentative work program, as **Attachment 2** you will find the pertaining registration form, which I would be grateful to return it to this Secretariat duly completed, via email. General information is included as **Attachment 3** and contains the venue of the event, accommodation facilities and other information of interest to the participants.

I look forward to your prompt participation confirmation. Accept, Sir, the assurance of my highest consideration.

A handwritten signature in black ink, appearing to read 'OSPINA', with a horizontal line underneath and some scribbles to the right.

Marco Ospina
Secretary of LACAC