

Your personal data:

Name:

Surname:

Company:

E-mail:

QUESTIONS

1 2 3 4 5 n/a

GENERAL

- 1. Can you reach your customer representative easily?
- 2. How much you rely on our services
- 3. How do you evaluate our service quality?
- 4. How would you recommend us to others?
- 5. How willing are you to continue working with us?

TRIPS

- 6. Are our vehicles present at loading points on time?
- 7. Are you briefed on status of your goods adequately?
- 8. How would you evaluate transit times?

DELIVERY

- 9. Are deliveries on time?
- 10. Are goods in good form and condition at deliveries?
- 11. Are delivery processes seamless?

12. Do you receive relevant documents on time?

13. Are documents correct and complete?

14. Are invoices in conformity with contract terms & conditions?

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QUESTIONS

1 2 3 4 5 n/a

15. Are drivers present during loading and unloading processes?

16. Are drivers presentable, clean and reasonably dressed?

17. How would you evaluate the behavioral approach of the drivers?

18. Are they taking necessary safety precautions during loading & unloading

19. Are vehicles reasonably clean?

20. Are vehicles sent to loading point according to the physical characteristics of your goods?

21. Do you encounter technical problems on vehicles?

22. Does the range of vehicles in our fleet meet your requirements?

1	2	3	4	5	n/a

BONDED WARE.

23. How well your communication with the members of staff in bonded warehouse?

24. How well your requirements are met within bonded warehouse services?

25. How fast services are provided in bonded warehouse?

26. How would you evaluate our bonded warehouse services prices?

OTHERS

27. How would you evaluate our Europacific department services?

28. How would you evaluate our premises and offices?

29. How would you evaluate our public warehouse services?

30. How would you evaluate our domestic distribution services?

MARKETING

31. Are our customer representatives knowledgeable in his/her profession?

32. Are offers reach in your offices on time?

33. Are offers complete and correct?

34. Are our offers in line with your operation?

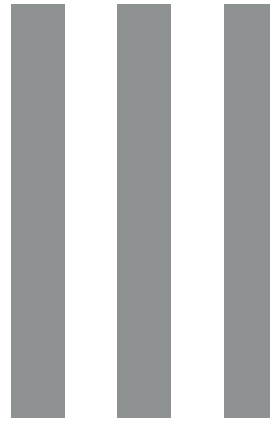
35. Are your requirements and complaints evaluated and improvements realised?

PARTNERSHIP

36. Do you evaluate our Group as a partner rather than a service provider?

37. Can we make significant contribution to your porcesses through suggestions and recommendations?

38. Do you think we understand your business porcesses?



VISIT

39. How often would you wish to be visited

- once a month
- once in 3 months
- once in 6 months
- once a year
- no answer

PLEASE GIVE A NUMBER (FROM 1 TO 10) TO EACH OF THE FOLLOWING CRITERIA IN ORDER OF IMPORTANCE (Please make sure that each criteria is given a different point, 1 is most important, 10 is unimportant)

POINT

EASE OF COMMUNICATION

ATTENTION TO DETAIL

ON TIME DELIVERY

QUALITY OF SERVICES PROVIDED

SPECIALISM IN PROFESSION

PRICING AND PAYMENT CONDITIONS

RANGE OF LOGISTICS SERVICES PROVIDED

STABILITY IN PRICING POLICY

CORRECT AND TIMELY INFORMATION

AVERAGE AGE OF THE TRANSPORT FLEET

PLEASE EVALUATE EUROPACIFIC (by points from 1 to 10) FOR EACH OF THE FOLLOWING CRITERIA (Please make sure that each criteria is given a different point, 1 is most important, 10 is unimportant)

POINT

EASE OF COMMUNICATION

ATTENTION TO DETAIL

ON TIME DELIVERY

QUALITY OF SERVICES PROVIDED

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STABILITY IN PRICING POLICY

CORRECT AND TIMELY INFORMATION

AVERAGE AGE OF THE TRANSPORT FLEET

HOW WOULD YOU EVALUATE US COMPARED TO COMPETITION

- 1 FAR BETTER THAN THE COMPETITORS
- 2 BETTER THAN COMPETITORS
- 3 AS GOOD AS COMPETITORS
- 4 COMPETITORS ARE BETTER THAN EUROPACIFIC
- 5 EUROPACIFIC IS DIFFERENT THAN COMPETITORS
- 6 OTHER (please write)

ON YOUR FUTURE PLANS & STRATEGIES

- 1 Will you consider outsourcing all related logistics services from delivery to your production line to the delivery made to the final customer?

yes no
- 2 If yes, would you rather work with one logistics service provider?

yes no
- 3 Such a collaboration entails mutual trust and transparency in information sharing. Would you trust EUROPACIFIC for such a collaborative work?

yes no
- 4 Would you please print reasons, If your answer to "question 1" in this section is "no".