COLTRANS
THE LOGISTICS COMPANY

TGA-ZM-07-92

ISO 9001:2000
CERTIFIED

Customer Satisfaction Survey

***Control Number:*_____**

Thank you for using our services. As part of our efforts to continue providing you with best value services, we would highly appreciate if you could please fill-up this Customer Satisfaction Survey in order for us to determine areas for improvements. Your feedback is very important to us. Please fax back your reply at 8332358.

PART I. CLIENT DATA	WHERE TO SUBMIT	
1. Company Name	Fax to	
2. Address	E-mail to	
3. Contact Person		
4. Phone Number		
5. Fax Number		
6. E-mail address		

PART II. CUSTOMER SERVICE SURVEY

1. For new accounts: How did you find out about our services? Please put a checkmark on your answer	a. Referred by:
	b. Thru Ads: Please specify
	c. Thru marketing/sales letter
	d. Thru exhibition
	e. Nominated by Shipper
	g. Nominated by Consignee
	h. Others: please specify

Please rate Coltrans services according to the following criteria

Criteria	1	2	3	4	5	Score
2. Professionalism						
3. Expertise						
4. Responsiveness						
5. Rates						
6. Global Network						
7. Customer Service						
8. Efficiency						
9. On Time Delivery						
10. Reliability						
11. After Sales Service						
12. Courteous/Polite						
13. Easy to Contact/Accessible						
14. Communication Skills						
					Total Score	

Legend :		Total Performance Rating	
	1 - Excellent		13 - Excellent
	2 - Very Good		14 - 26 Very Good
	3 - Average		27 - 39 Average
	4 - Below Average		40 - 52 Below Average
	5 - Poor		53 - 65 Poor

PART III. CUSTOMER SATISFACTION

15. Please indicate the extent to which your objectives were satisfied (Please put a check mark)		Extremely Satisfied
		Very Satisfied
		Satisfied
		Dissatisfied
		Very Dissatisfied

16. Do you have additional comments on how we are compared with our competitors

17. Do you have other comments on how we can improve our services?

18. Do you have any Complaints with regards to our services during the last three (3) months?

20. Who is/are the Coltrans personnel you communicate with?

21. Would you recommend Coltrans to any of your clients or friends who would need forwarding/brokerage/logistics services (Please put a check mark)	YES
	NO
	PROBABLY

PART IV. PREPARED BY

Name & Signature	Date	