



Customer Satisfaction Survey

Dear Sirs, in connection with the introduction of our company quality management system compliant with international standard ISO 9001:2008, and the desire to gain deeper insight into your needs and expectations, we would fill in this questionnaire.

The information that we get, knocks us to improve the standards of service and increase customer satisfaction.

How do you rate the quality of the service:

| | | | | |
|----------------|-----------|-------------|-------------|------------------|
| 5 very well | 4 well | 3 enough | 2 poorly | 1 very poorly |
|----------------|-----------|-------------|-------------|------------------|

Timeliness of service:

| | | | | |
|----------------|-----------|-------------|-------------|------------------|
| 5 very well | 4 well | 3 enough | 2 poorly | 1 very poorly |
|----------------|-----------|-------------|-------------|------------------|

How do you rate the way we treat your goods and follow your safety instructions:

| | | | | |
|----------------|-----------|-------------|-------------|------------------|
| 5 very well | 4 well | 3 enough | 2 poorly | 1 very poorly |
|----------------|-----------|-------------|-------------|------------------|

How do you rate the quality of the contacts with the staff of our company?

| | 5 very well | 4 well | 3 enough | 2 poorly | 1 very poorly |
|---|----------------|-----------|-------------|-------------|------------------|
| The flow of information between the parties | | | | | |
| Consulting services in freight forwarding | | | | | |
| The method of adoption inquiries / complaints | | | | | |
| Response time | | | | | |
| Courtesy employee | | | | | |
| The quality of your responses | | | | | |



Customer Satisfaction Survey

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|--|--|--|--|--|--|
| The commitment and willingness to help | | | | | |
|--|--|--|--|--|--|

What is missing in our offer

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If you have any comments or observations about the functioning of Cargo Care Poland Sp. z o.o., we ask for inclusion in this place

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