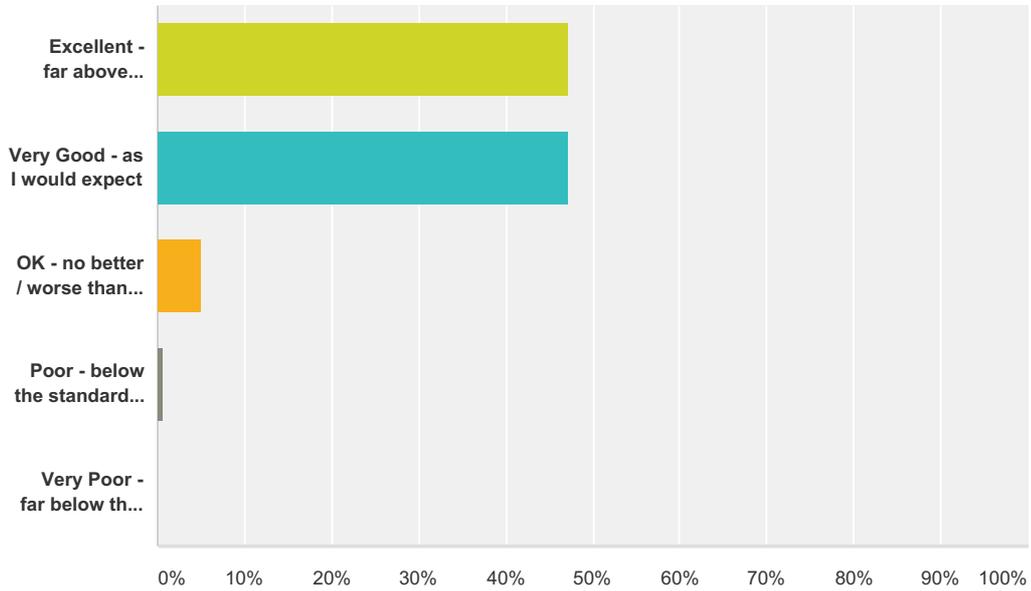


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 140 Skipped: 0



Answer Choices	Responses
Excellent - far above expectations	47.14% 66
Very Good - as I would expect	47.14% 66
OK - no better / worse than other delivery companies	5.00% 7
Poor - below the standard expected	0.71% 1
Very Poor - far below the standard expected	0.00% 0
Total	140

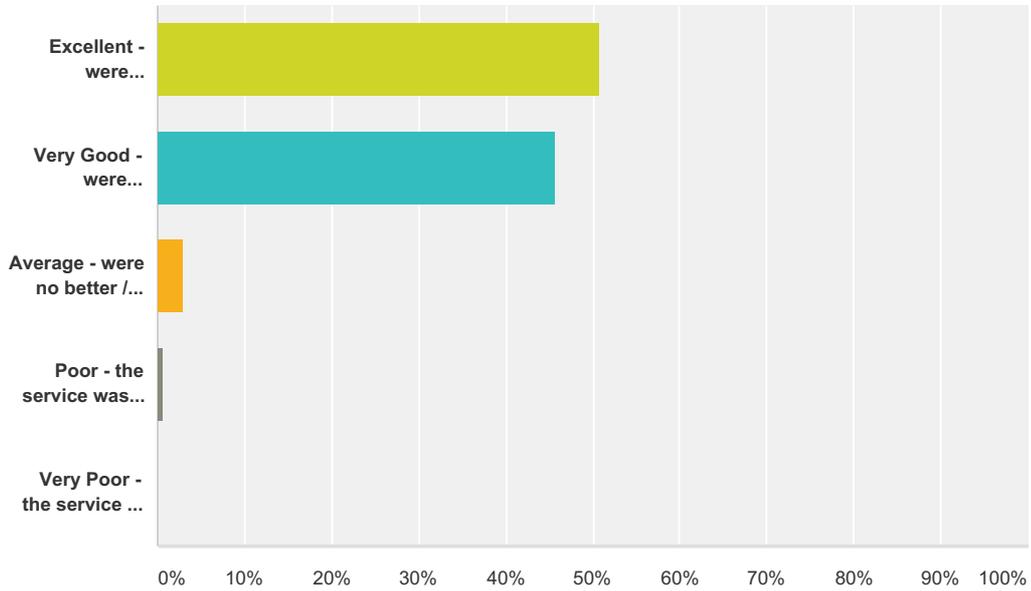
#	Comments if any	Date
1	The arrangements once made were very efficient.	5/2/2017 7:36 AM
2	Due to family illness I had to phone and ask if delivery could be made in a shorter window and they kindly did this.	4/28/2017 9:45 AM
3	Appreciated the call to say they were on their way. Made it easier to plan my day	4/28/2017 8:34 AM
4	They contacted me with a delivery date and time slot and stuck to it	4/26/2017 9:25 AM
5	Very thorough & excellent communication by phone & email	4/26/2017 8:42 AM
6	Nice guys	4/24/2017 8:57 AM
7	Perfect- timing and service	4/24/2017 8:26 AM
8	Fantastic, personal, helpful, polite service	4/22/2017 6:13 PM
9	My original email was missed but 2nd email was answered promptly	4/22/2017 4:13 PM
10	Lovely men who delivered.	4/22/2017 2:24 PM
11	Both drivers were very helpful in putting the parcel in my car for me and made me feel that it was no problem.	4/21/2017 8:14 AM
12	The two drivers were so lovely, not your normal delivery service a credit to Cox and Cox	4/18/2017 8:12 AM
13	I had no option on the delivery time or date which was inconvenient. But staff very pleasant	4/13/2017 9:32 AM
14	good communication, helpful, and accomodating	4/13/2017 7:07 AM

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15	Very flexible in terms of rearranging to deliver to my Mums house	4/13/2017 6:51 AM
16	I was kept updated and given a delivery slot that suited very well.	4/10/2017 9:18 AM
17	V efficient	4/10/2017 9:13 AM
18	I was told my items would be here Saturday morning but instead half the order arrived on Friday and the other half on Saturday. Luckily I was home on Friday to receive the order.	4/10/2017 9:04 AM
19	Did exactly as asked	4/9/2017 10:22 PM
20	Amazing comunication	4/9/2017 9:01 PM
21	Good communication.	4/9/2017 8:42 PM
22	very helpful team	4/6/2017 10:39 AM
23	Friendly, helpful and efficient	4/6/2017 9:41 AM
24	i had to ask them to remove packaging	4/5/2017 10:45 AM
25	friendly and very careful at getting into the property and not causing any damage	4/3/2017 12:30 PM

Q2 How would you rate the quality of service from Ash Logistics delivery crew in carrying out your delivery / collection?

Answered: 138 Skipped: 2



Answer Choices	Responses
Excellent - were professional to a level that far exceeded my expectations	50.72% 70
Very Good - were professional to a level I expect	45.65% 63
Average - were no better / worse than other delivery companies	2.90% 4
Poor - the service was below that I which expect	0.72% 1
Very Poor - the service was far below that I which expect	0.00% 0
Total	138

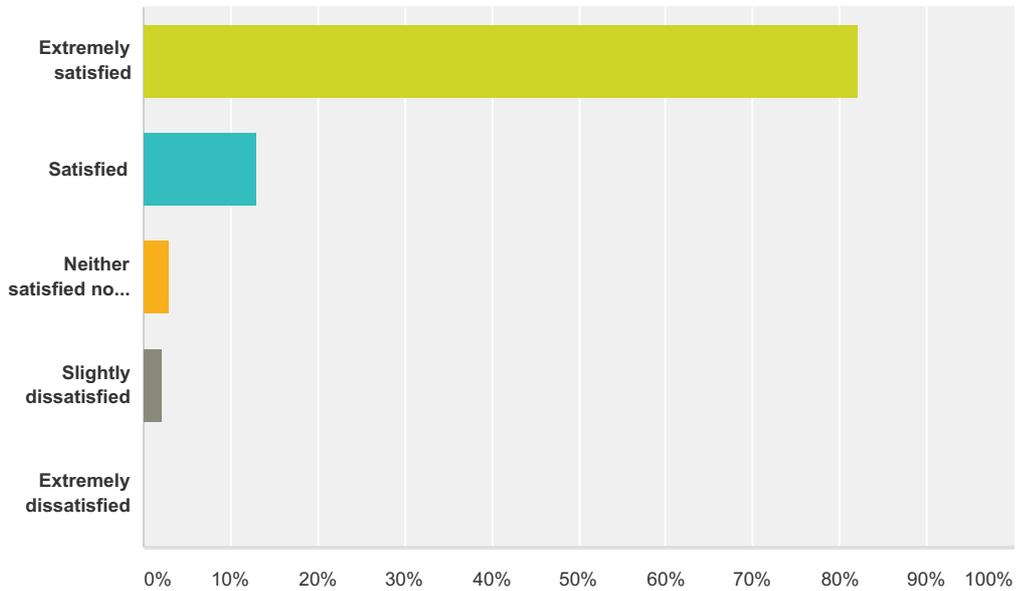
#	Comments if any	Date
1	deliver to the back of the house when asked	4/28/2017 9:45 AM
2	Appreciated the call prior to delivery. Made it easier to play my day	4/28/2017 8:34 AM
3	We live in a third floor flat with another level inside. It was so refreshing not to have any complaints about all our stairs. Friendly and efficient guys.	4/28/2017 8:20 AM
4	Punctual. Polite	4/26/2017 12:07 PM
5	Great guys, professional and friendly	4/26/2017 9:56 AM
6	I would have liked them to unbox and set up the table	4/26/2017 9:25 AM
7	Unpacked it, removed all rubbish, friendly And helpful	4/26/2017 9:13 AM
8	Didn't meet them	4/26/2017 8:42 AM
9	Very happy delivery man - nice to see.	4/24/2017 9:14 AM
10	Incredible. Polite , courteous. Even spoke to me by name	4/24/2017 8:26 AM
11	Extremely polite and friendly and helpful	4/23/2017 9:59 AM
12	They were on time, courteous and went the extra mile to deliver excellent service. Very impressed.	4/22/2017 4:13 PM
13	Dave and Mark excellent. Helped unpack and removed box	4/22/2017 9:34 AM

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14	Extremely polite and helpful	4/20/2017 7:09 AM
15	2 very helpful men. Went the extra distance to help	4/13/2017 9:32 AM
16	Cannot comment. As explained, not present at the delivery, as we are in France and therefore had the item delivered to the office	4/13/2017 8:04 AM
17	We booked a delivery slot 10-2, the delivery arrived at 8.40 and we didn't receive any prior warning the delivery would be early. Neither my partner nor I were at the property so we had to miss appointments in order to rush over to meet the delivery crew. We could have worked with this if we had been given some notice but there was no warning.	4/10/2017 2:29 PM
18	They had to remove a stone top from a crate & although didnt have the right tools (through no fault of there own) spent the time to sort out. And were extremely pleasant. I had emailed over directions to my home, as it isnt easy to find, but these were not past on to them.	4/10/2017 11:57 AM
19	Excellent service!! The chaps kept me up to date with where their whereabouts and ETA. They unpacked my furntitire and placed it for me which I really appreciate. Please pass on my thanks to the guys.	4/10/2017 9:18 AM
20	Pleasant chatty and helpful at 7am.	4/10/2017 9:13 AM
21	One of the gentlemen on Saturday was very nice and polite.	4/10/2017 9:04 AM
22	Did not see them	4/9/2017 10:22 PM
23	Updated by phone	4/9/2017 9:01 PM
24	Good communication. Pleasant, helpful delivery men.	4/9/2017 8:42 PM
25	Very polite and helpful	4/9/2017 7:56 PM
26	Polite staff, and delivery man took shoes off without being asked when entering the property, which was reallly thoughtful.	4/7/2017 9:31 AM
27	read and understood delivery instructions. waited whilst the raod was blocked for at least 20 mins to mak sure I got the delivery	4/6/2017 9:41 AM
28	superb - thank you	4/6/2017 9:20 AM

Q3 Overall, how would you rate your experience of dealing with Ash Logistics ?

Answered: 140 Skipped: 0



Answer Choices	Responses
Extremely satisfied	82.14% 115
Satisfied	12.86% 18
Neither satisfied nor dissatisfied	2.86% 4
Slightly dissatisfied	2.14% 3
Extremely dissatisfied	0.00% 0
Total	140

#	Comments if any	Date
1	Service excellent	5/2/2017 7:36 AM
2	my order did take a long time to get delivered	4/28/2017 9:45 AM
3	taking wrapping and boxes away would be an added bonus	4/26/2017 9:25 AM
4	They were later than they expected but kept in touch so this wasn't a problem for me at all.	4/24/2017 1:21 PM
5	Brilliant company! Well done.	4/22/2017 6:13 PM
6	outstanding service in your delivery and response to queries	4/21/2017 9:10 AM
7	The best delivery company I've ever used.	4/18/2017 8:45 PM
8	It would have been really lovely if they could have unpacked and assembled it as well!!!	4/12/2017 11:34 AM
9	The delivery guys would extremely helpful and pleasant.	4/11/2017 8:05 AM
10	Superb service! Thank you. Joe.	4/10/2017 9:18 AM
11	I can't seem to locate one of my items that Cox & Cox says was to be delivered. It could be a Cox & Cox issue though but either way that is unfortunate on top of the scheduling mishap.	4/10/2017 9:04 AM
12	All very good	4/9/2017 10:22 PM
13	Wish all companies were like them	4/9/2017 9:01 PM
14	First class service	4/9/2017 7:56 PM

Ash Logistics Customer Satisfaction - April 2017

15	One proviso - I haven't unpacked the largest box yet, so have not been able to check the contents. But everything was very fast, efficient and painless.	4/6/2017 9:51 AM
16	During house renovation, have had at least 25 couriered deliveries over last 3 months and your service is head and shoulders above the rest. Competent, friendly and reliable. Highly recommended.	4/6/2017 9:41 AM
17	Thank you for taking so much care and getting the job done as arranged.	4/5/2017 6:05 PM
18	Efficient courteous collection team. Well done.	4/4/2017 8:38 AM
19	Phoned ahead and qualified everything. Very pleasant.	4/3/2017 1:25 PM