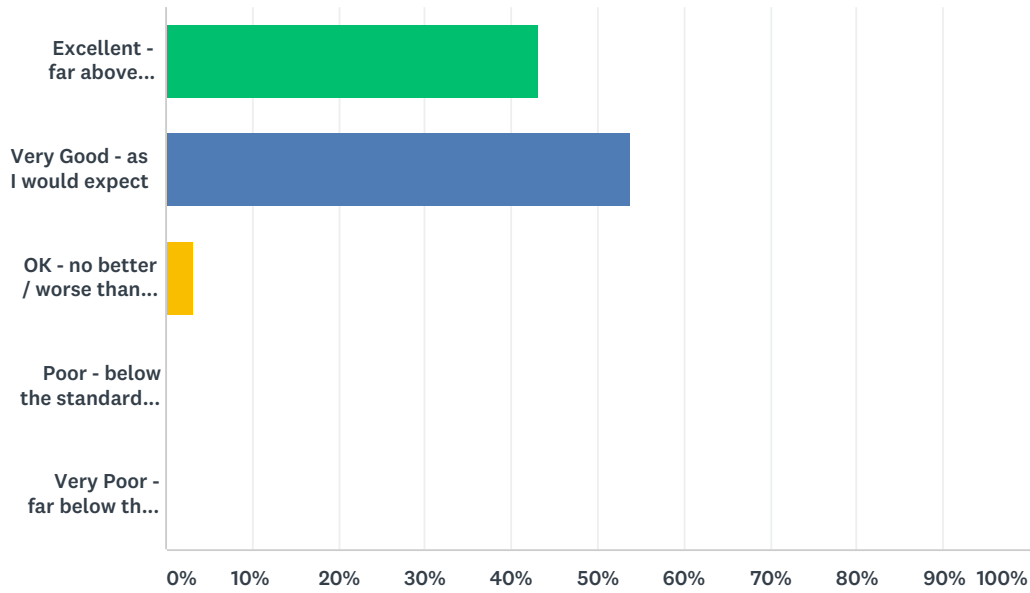


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

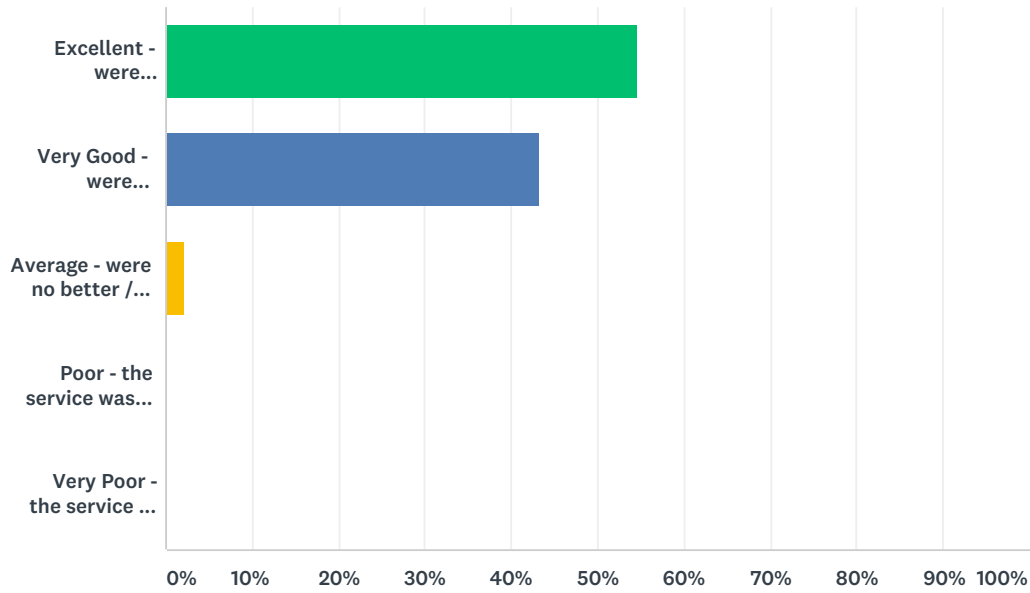
Answered: 188 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	43.09%	81
Very Good - as I would expect	53.72%	101
OK - no better / worse than other delivery companies	3.19%	6
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		188

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

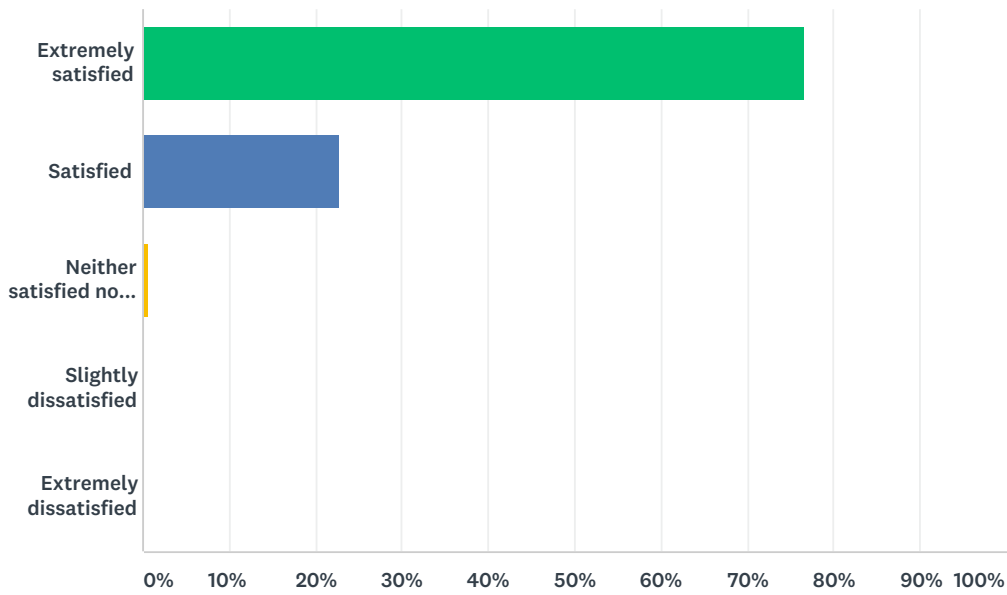
Answered: 187 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	54.55%	102
Very Good - were professional to a level I expect	43.32%	81
Average - were no better / worse than other delivery companies	2.14%	4
Poor - the service was below that I which expect	0.00%	0
Very Poor - the service was far below that I which expect	0.00%	0
TOTAL		187

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

Answered: 188 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	76.60%	144
Satisfied	22.87%	43
Neither satisfied nor dissatisfied	0.53%	1
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		188