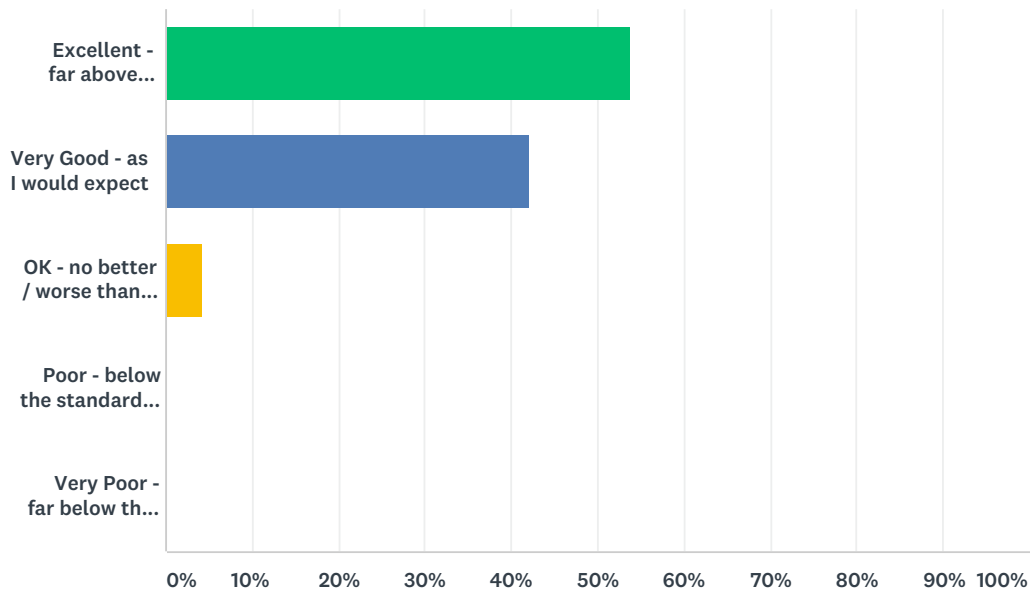


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

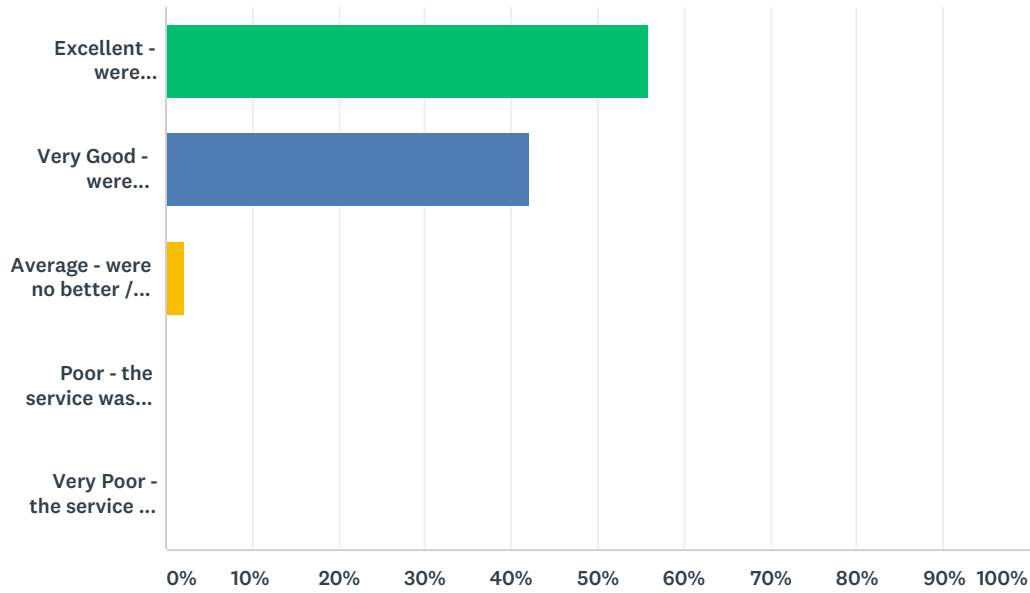
Answered: 145 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	53.79%	78
Very Good - as I would expect	42.07%	61
OK - no better / worse than other delivery companies	4.14%	6
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		145

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

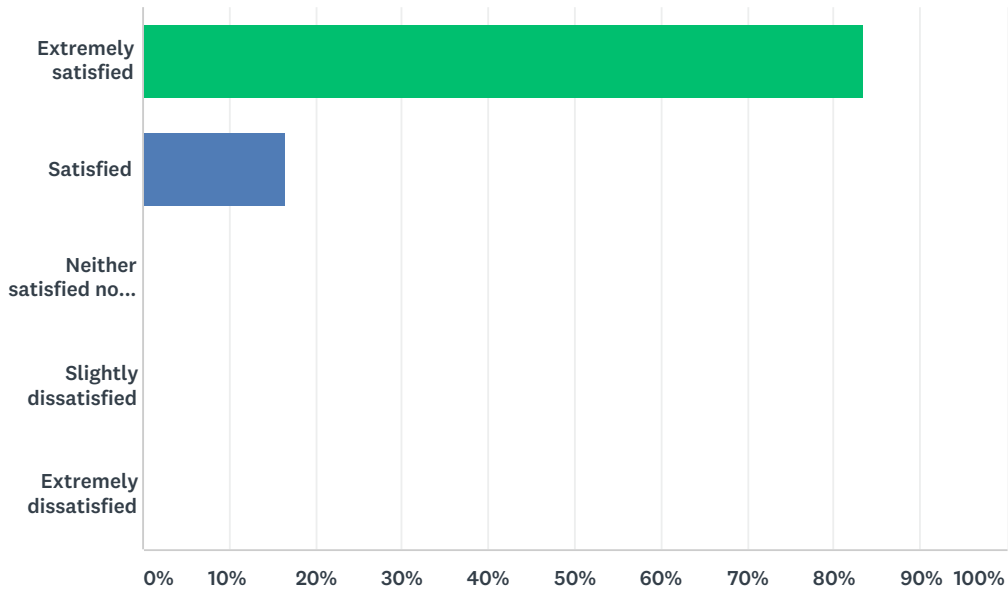
Answered: 145 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	55.86%	81
Very Good - were professional to a level I expect	42.07%	61
Average - were no better / worse than other delivery companies	2.07%	3
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		145

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

Answered: 145 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	83.45%	121
Satisfied	16.55%	24
Neither satisfied nor dissatisfied	0.00%	0
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		145