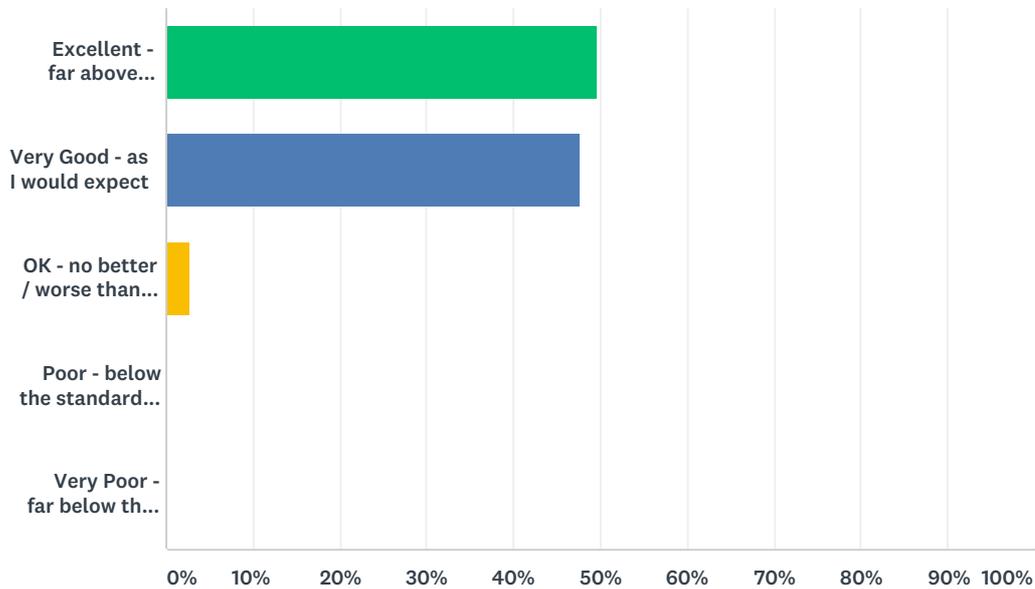


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 533 Skipped: 1



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	49.53% 264
Very Good - as I would expect	47.65% 254
OK - no better / worse than other delivery companies	2.81% 15
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	533

#	COMMENTS IF ANY	DATE
1	Very helpful receptionist,as current delivery location for client needs advance warning and time slots	5/13/2019 11:09 AM
2	Very helpful with replacement bench	5/13/2019 10:23 AM
3	Easily arranged delivery slot - & called an hour befrehand as stated.	5/12/2019 4:52 PM
4	Very helpful delivery men . Nothing was too much to do	5/11/2019 8:46 PM
5	no real flexibility in delivery days	5/11/2019 8:27 PM
6	Helpful in arranging a date to suit	5/11/2019 4:06 PM
7	Clear and quick.	5/11/2019 3:20 PM
8	They had the wrong address, so when I called to let them know, they called the driver straight away and rectified it. Amazing service. I was expecting to be on hold for ages and then told they couldn't contact the driver and it would have to be returned for redelivery. Fantastic service.	5/11/2019 3:06 PM
9	Worked around my schedule and changed my delivery address as I was away. Great service.	5/11/2019 3:01 PM
10	Very efficient, clear and informative delivery details	5/11/2019 12:48 PM
11	Very efficient, by email & text .	5/11/2019 10:24 AM
12	Very nice friendly guys	5/11/2019 9:49 AM
13	Phoned us on route. Arrived on time no problems	5/11/2019 9:38 AM

Ash Logistics Customer Satisfaction - Spring 2019

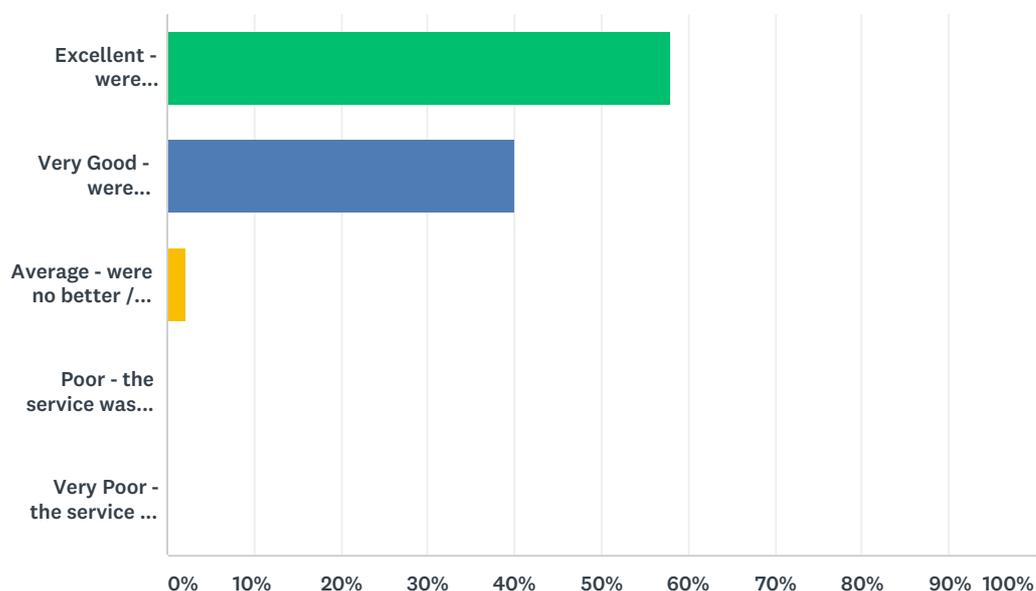
14	Very polite young men.	5/11/2019 9:24 AM
15	Easy to miss the email to ring and book the delivery if not yesfully.	5/11/2019 9:13 AM
16	I'm not exaggerating when I say you were the best delivery service I've ever done business with. Friendly, human communication every step of the way. On the day the process could not have been smoother, a call ahead of delivery, packing taken away and again very friendly service. I've recently moved house so have dealt with many delivery companies but you guys really stand out - thank you!	5/11/2019 9:03 AM
17	really helpful and gave my number to the guy .	5/11/2019 9:01 AM
18	No call on day with time	5/11/2019 8:57 AM
19	Excellent	5/11/2019 8:36 AM
20	It was a pleasure to deal with the guys that delivered and plucked up my item	5/1/2019 6:06 AM
21	Easy to arrange a convenient location to leave parcel	4/30/2019 8:36 AM
22	It was slow between purchase and proposed delivery date	4/30/2019 6:03 AM
23	Excellent communication	4/29/2019 9:58 PM
24	Very helpful given the rural location	4/29/2019 7:33 PM
25	Really prompt replies, with a phone number.	4/29/2019 7:24 PM
26	Excellent contact arrangements . Product in perfect shape .	4/29/2019 7:04 PM
27	i got phone call 5 mins away. would have helped if called me from lady drop off with eta so i could go out etc.	4/29/2019 6:22 PM
28	Great staff, so helpful	4/29/2019 6:15 PM
29	Appreciated being given a precise time slot	4/29/2019 6:10 PM
30	Really helpful in accommodating my delivery in their run at short notice.	4/24/2019 3:03 PM
31	Delivery driver was lovely and friendly	4/20/2019 11:57 AM
32	Very flexible in accepting an item for return	4/18/2019 6:00 PM
33	Arrived early and were happily waiting when I got there at the appointed time.	4/18/2019 3:54 PM
34	Given no lift available in the Building and the items delivered were heavy I found the delivery men took it all in their stride and even took away all the packaging with them. Extremely helpful.	4/18/2019 2:29 PM
35	Waited for me as running late, polite and helpful	4/17/2019 6:41 PM
36	It was great to receive a call when they were on their way, giving me about 20 minutes notice	4/17/2019 8:24 AM
37	No fault of Ash but communication from Cox and CIX was poor which led to confusion about delivery, which Ash clarified well	4/17/2019 3:31 AM
38	The driver called me and was on time and he was very helpful	4/16/2019 6:08 PM
39	Really great over the phone communication.	4/16/2019 5:27 PM
40	Easy to change delivery date; prompt reply so no anxiety	4/16/2019 5:15 PM
41	Clear, quick communication	4/16/2019 4:26 PM
42	Very impressed. We left electric gate open, the delivery was placed inside and the gate closed (and locked). We then received photos of the boxes arrival and locked gate.	4/16/2019 4:04 PM
43	Very Polite and helpful	4/16/2019 3:50 PM
44	We were at a different address when Ash were ready to deliver (although only 10 minutes away). They were able to offer to this alternative location at short notice, which was very helpful.	4/16/2019 3:48 PM
45	Really appreciated the Saturday delivery and to an alternative address. Thank you	4/16/2019 3:41 PM
46	Really nice and swift communication leading up to delivery and on the day the experience was very good	4/16/2019 3:25 PM
47	Excellent and reliable service	4/13/2019 10:32 PM
48	Able to arrange next day delivery	4/11/2019 10:07 AM
49	lovely kind and patient team	4/11/2019 8:16 AM
50	i liked the fact that you were not rigid on the delivery timing	4/11/2019 8:11 AM

Ash Logistics Customer Satisfaction - Spring 2019

51	Very helpful driver	4/10/2019 6:57 PM
52	Good notification; came early!	4/10/2019 1:36 PM
53	Very helpful and efficient. Thank you.	4/10/2019 1:15 PM
54	Very happy	4/10/2019 1:11 PM
55	Very polite and professional	4/10/2019 12:55 PM
56	Very pleased with delivery men - very courteous and helpful.	4/10/2019 12:49 PM
57	very friendly and helpful	4/10/2019 12:38 PM
58	Really great the way the driver called to let us know when he was 45 mins away. Great efficient service - Thank you!	4/10/2019 12:14 PM
59	Great comms and arrived as expected	4/10/2019 12:05 PM
60	Quick replies but templated and missed key details.	4/10/2019 12:00 PM
61	Notified in advance of time of arrival	4/4/2019 2:00 PM
62	My involvement was via email but very effective	4/4/2019 11:40 AM

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

Answered: 532 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	57.89%	308
Very Good - were professional to a level I expect	40.04%	213
Average - were no better / worse than other delivery companies	2.07%	11
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		532

#	COMMENTS IF ANY	DATE
1	As above	5/13/2019 10:23 AM
2	Perfect. Carried two heavy parcels to specified location.	5/12/2019 4:52 PM
3	Item unpacked and all packaging taken away, which was great	5/12/2019 7:31 AM
4	running late but fulfilled delivery at 9pm - good contact	5/11/2019 8:27 PM
5	The two delivery staff were great. They were both very polite smart & tidy.	5/11/2019 4:03 PM
6	I wasn't there when they arrived (my fault) and they improvised and put the package in a safe place. I'm grateful as others may have done a 'we will deliver another day,' which is tricky given work.	5/11/2019 3:20 PM
7	I have had a lot of furniture deliveries recently due to new property. The service you provide way excels the other companies I have dealt with (they were adequate and no complaints) but the service I received from the two personnel that delivered my items was outstanding.	5/11/2019 12:48 PM
8	The 2 drivers were great, waited for me for 5 minutes to help me lift it in as it was too heavy for me and I was caught in traffic	5/11/2019 11:12 AM
9	Rang me & gave me ETA , friendly chap, nothing too much trouble	5/11/2019 10:24 AM
10	Really friendly helpful guys, really happy with their service	5/11/2019 10:04 AM
11	So friendly and accommodating.	5/11/2019 9:47 AM

Ash Logistics Customer Satisfaction - Spring 2019

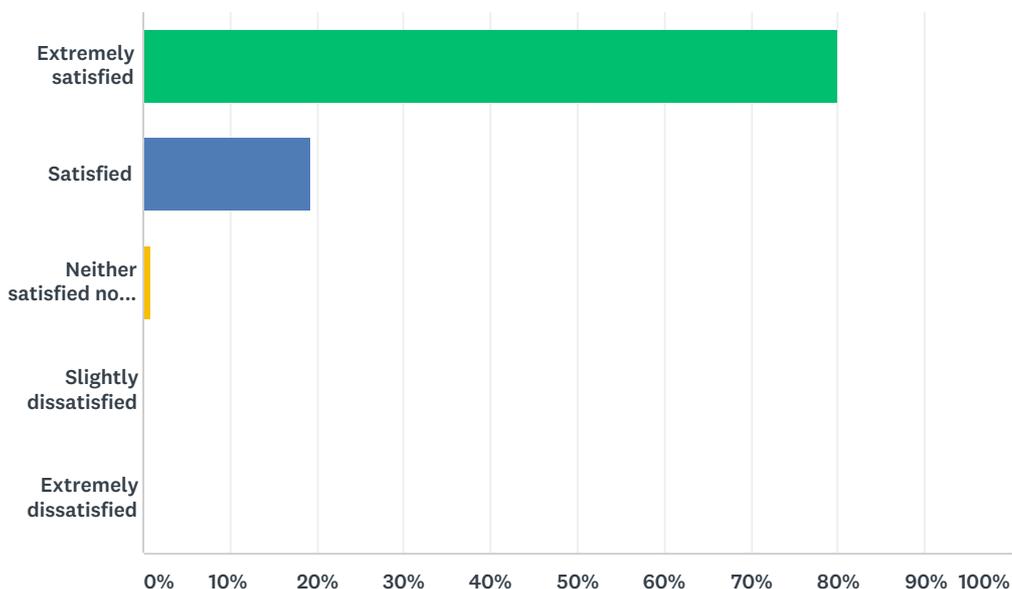
12	The crew were lovely and very helpful. I would say if kerbside delivery I would change to deliver into ground floor, entrance hallway or garage	5/11/2019 9:13 AM
13	Very kind and helpful , rang to let me know he was coming	5/11/2019 9:01 AM
14	More than helpful	5/11/2019 9:01 AM
15	Only issue no phone call or text prior to delivery	5/11/2019 8:54 AM
16	Friendly	5/1/2019 8:23 PM
17	Took the mirror upstairs and removed packaging. Even took the packaging aware without me having to ask.	5/1/2019 6:52 AM
18	very pleasant staff	4/30/2019 9:00 AM
19	Excellent communication with driver. I was out, but confident he would follow my instructions	4/30/2019 8:36 AM
20	There was no 30 minute away update	4/30/2019 6:03 AM
21	Cannot speak highly enough. Superb! Thank you. The delivery men had to cart the table for a fair distance as our road has been washed away. They were brilliant.	4/29/2019 7:33 PM
22	I didn't receive a call ahead of pick-up despite being advised that I would.	4/29/2019 7:21 PM
23	Excellent. Guys called 15 minutes before arrival.	4/29/2019 7:00 PM
24	Very nice and quick	4/29/2019 6:49 PM
25	Great staff, so helpful	4/29/2019 6:15 PM
26	Having broken my ankle the guys brought in the delivery unpackaged it and took that away. More than expected. Very helpful	4/25/2019 9:53 AM
27	sent email same day , they were so good and helpful	4/23/2019 4:28 PM
28	They were chatty and friendly and polite and extra helpful in putting my drawers in the right room for which I was very grateful. Sometimes delivery men just grunt and leave as quickly as they can. These two were just right friendly and courteous and professional.	4/20/2019 3:55 PM
29	Due to vehicle difficulties the cre were running late but kept up fully informed at all times and eventually completed the delivery at 22:00	4/20/2019 3:08 PM
30	They didn't ask if they should take their shoes off.	4/20/2019 2:15 PM
31	Really friendly helpful and professional	4/20/2019 12:44 PM
32	Happily carried in the various heavy boxes.	4/18/2019 3:54 PM
33	Very friendly, unpacked item so I could check it, carried it inside for me	4/17/2019 4:18 PM
34	The 2 lads were real friendly and got the mirror up stairs taking care not to touch walls.	4/17/2019 2:37 PM
35	Very friendly and professional	4/17/2019 2:13 PM
36	they unpacked the items and placed them where they should be. They also took away all the packing materials which was greatly appreciated.	4/17/2019 9:56 AM
37	On time. Contact made as promised,	4/17/2019 5:53 AM
38	Delivery crew were excellent, unpacked and cleared away brilliantly	4/17/2019 3:31 AM
39	They helped my grandma who is 90 by moving the box into the garage	4/16/2019 7:56 PM
40	The driver and mate were very friendly and helpful	4/16/2019 7:15 PM
41	Polite, offered to unpack etc	4/16/2019 5:15 PM
42	Guys were really helpful	4/16/2019 4:30 PM
43	Excellent communication. Very friendly and clear communication. Excellent all round - thank you	4/16/2019 4:26 PM
44	Received texts and photos. Personalised and professional.	4/16/2019 4:04 PM
45	Friendly and even offered to carry the good inside	4/16/2019 3:50 PM
46	Really helpful	4/16/2019 3:49 PM
47	Very helpful with taking packaging away etc	4/16/2019 3:38 PM
48	Very helpful and personable	4/10/2019 7:57 PM
49	The crew were so wonderful and helpful	4/10/2019 4:52 PM
50	They were very helpful as I was not around to take delivery	4/10/2019 2:59 PM

Ash Logistics Customer Satisfaction - Spring 2019

51	Nice guys very positive & helpful	4/10/2019 1:36 PM
52	Fantastic service	4/10/2019 1:11 PM
53	Really lovely helpful guys. Unpacked it, took boxes away, nothing was too much trouble. 5 star.	4/10/2019 11:54 AM
54	The boys were kind, helpful and polite	4/10/2019 11:36 AM
55	Rang ahead as I asked and arrived on time. Really polite and helpful	4/5/2019 5:07 PM
56	I wasn't actually in when my order was delivered but it was left in my designated place.	4/5/2019 3:13 PM
57	Very nice and customer friendly service	4/4/2019 11:40 AM
58	Polite, friendly and helpful	4/4/2019 11:40 AM

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

Answered: 532 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely satisfied	79.89%	425
Satisfied	19.17%	102
Neither satisfied nor dissatisfied	0.94%	5
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		532

#	COMMENTS IF ANY	DATE
1	All comms were professional and personable. Additional delivery requirements simple to specify online and were acted upon.	5/12/2019 4:52 PM
2	First class from start to finish. Communication with Ash is super efficient, keeping the customer updated and giving the customer sufficient notice	5/12/2019 12:42 PM
3	I thought for the price they would help me assemble the item! The man was nice, though	5/11/2019 2:17 PM
4	Thank you	5/11/2019 12:48 PM
5	First class company	5/11/2019 10:34 AM
6	A good service, punctual & kept me informed	5/11/2019 10:24 AM
7	The main thing was that I live on the Isle of Wight and was disappointed that they particular items I wanted could not be delivered. But the young man at Ash explained that they could deliver them to an shipping company in Southampton which would then transport them to the Island. This was a revelation to me and I was so glad I talked to him. So all was well. I received my furniture. Big Thankyou to Ash Logistics.	5/11/2019 9:56 AM
8	Flexible with delivery times, rang when they said they would and offered to put up chair which they did very efficiently. Faultless	5/11/2019 9:41 AM
9	Highly recommend	5/11/2019 9:24 AM
10	Lovely call coordinator and delivery team. Professional and well organised	5/11/2019 9:13 AM
11	My only concern was that my new rail was not delivered as promised with the collection	5/11/2019 8:46 AM

Ash Logistics Customer Satisfaction - Spring 2019

12	Very polite and did everything and more. Thank you	5/11/2019 8:36 AM
13	Sending an email was tiresome but otherwise all good thank you.	5/2/2019 5:00 PM
14	Came the evening before expected. Luckily we were at home	4/30/2019 2:08 PM
15	I was on holiday for first available delivery date. Had to wait almost 2 weeks for alternative date.	4/30/2019 8:36 AM
16	Delivery was made at a different time to that I was notified of but we were at home so it didn't matter	4/30/2019 7:08 AM
17	Delivered my goods when they said they would and communication was fantastic	4/29/2019 9:58 PM
18	Thank you very much.	4/29/2019 7:33 PM
19	very good	4/29/2019 7:23 PM
20	Mirror unpacked so I could see it was exactly what I wanted,packaging taken away.Excellent service.	4/29/2019 7:18 PM
21	Thanks	4/29/2019 6:22 PM
22	Great staff, so helpful	4/29/2019 6:15 PM
23	Better than any other delivery company I've dealt with	4/20/2019 3:55 PM
24	2nd time had delivery and guys are always friendly professional and helpful	4/20/2019 1:54 PM
25	Fantastic	4/20/2019 11:57 AM
26	Very good company	4/17/2019 6:41 PM
27	Knew exactly when they were going to deliver and they were happy to leave in the safe place I suggested. Meant I didn't have to be there which can be really tricky to arrange.	4/17/2019 1:43 PM
28	The item is damaged badly so no idea if this was during delivery or a fault	4/17/2019 12:59 PM
29	I would like a smaller window slot . Having to wait 4.5 hours is too long .	4/17/2019 7:48 AM
30	Clearly a premium delivery company. Stands out.	4/17/2019 7:05 AM
31	Very good service many thanks	4/17/2019 3:31 AM
32	Gave advance notice of time of delivery and means of contacting them if not convenient, etc	4/16/2019 7:15 PM
33	Would be amazing if you did Saturday delivery	4/16/2019 7:10 PM
34	Very pleased with the service. Would use again.	4/16/2019 3:47 PM
35	great service - fast delivery	4/16/2019 3:43 PM
36	Extremely efficient service, the delivery man couldn't be more helpful, thank you	4/15/2019 7:04 AM
37	They were very good!	4/12/2019 8:29 PM
38	Above & beyond! Thank you for taking such care.	4/11/2019 7:54 PM
39	Brilliant service thank you, excellent communication, extremely polite staff - thank you very much!	4/10/2019 10:14 PM
40	They called before , arrived when they said they would & were extremely polite & helpful . A welcome change from other services	4/10/2019 8:00 PM
41	This would have been extremely satisfied. However, the first delivery by Ash Logistics did not go to plan because the delivery person failed to offer to take my item to a room of my choice. The second delivery and collection was much better and the delivery people ensured the item was placed on a room of my choosing and repackaged the returning item. Both delivery people were very polite and courteous.	4/10/2019 6:04 PM
42	Thanks very much!	4/10/2019 1:36 PM
43	Kept me informed all the way which is important thank you for a great service	4/10/2019 1:11 PM
44	Found delivery time from buying product to actual delivery far longer than I would of expected but overall happy.	4/10/2019 12:49 PM
45	pleasant guy ...took all packing away	4/5/2019 9:17 AM
46	Came on time and very efficient dealing with the problem.	4/4/2019 6:00 PM
47	straightforward, easy to follow and efficient service.	4/4/2019 1:38 PM
48	Excellent service from the two delivery men	4/4/2019 11:45 AM

