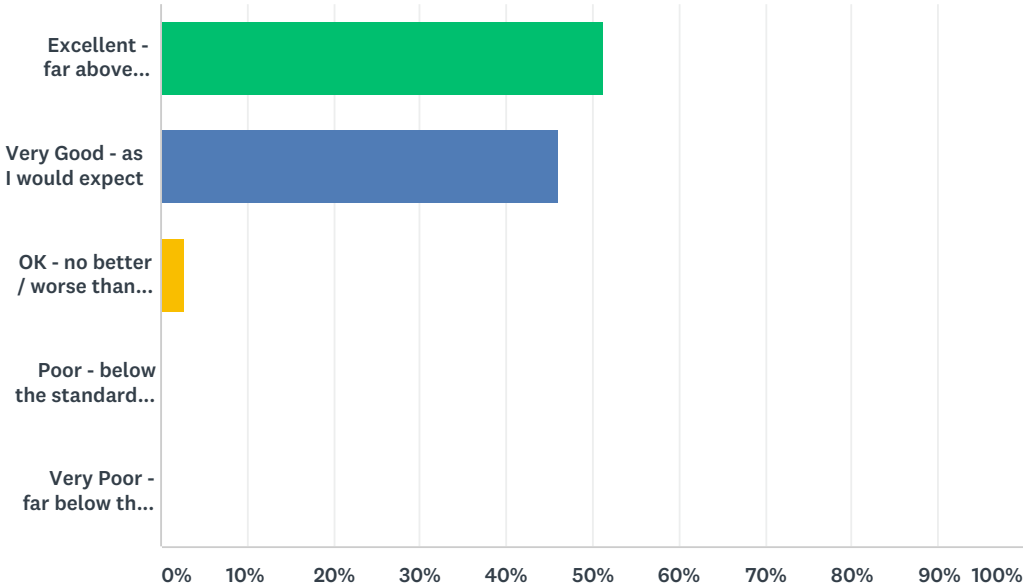


# Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

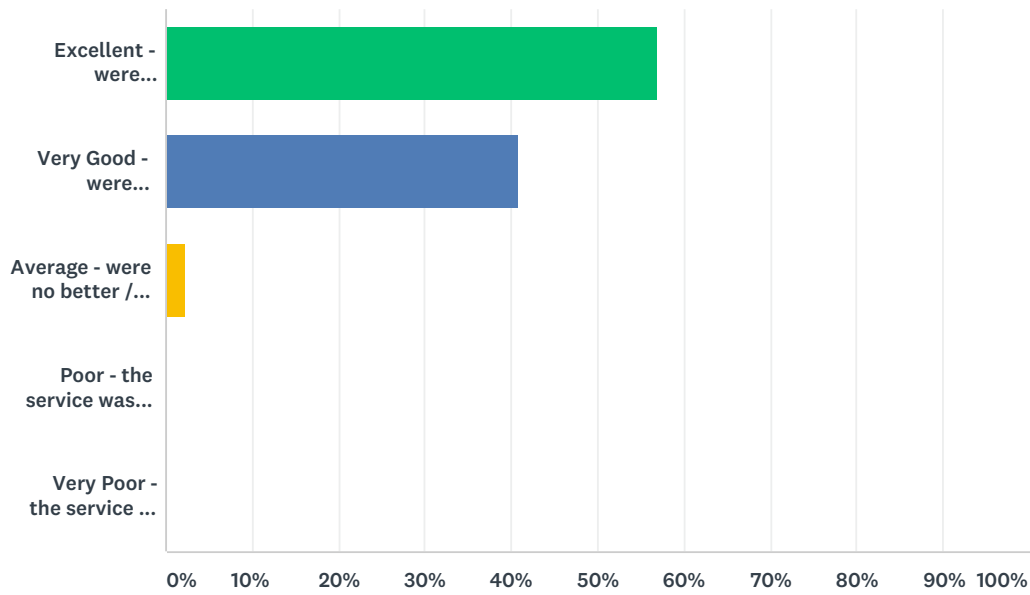
Answered: 304 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	51.32%	156
Very Good - as I would expect	46.05%	140
OK - no better / worse than other delivery companies	2.63%	8
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
<b>TOTAL</b>		<b>304</b>

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

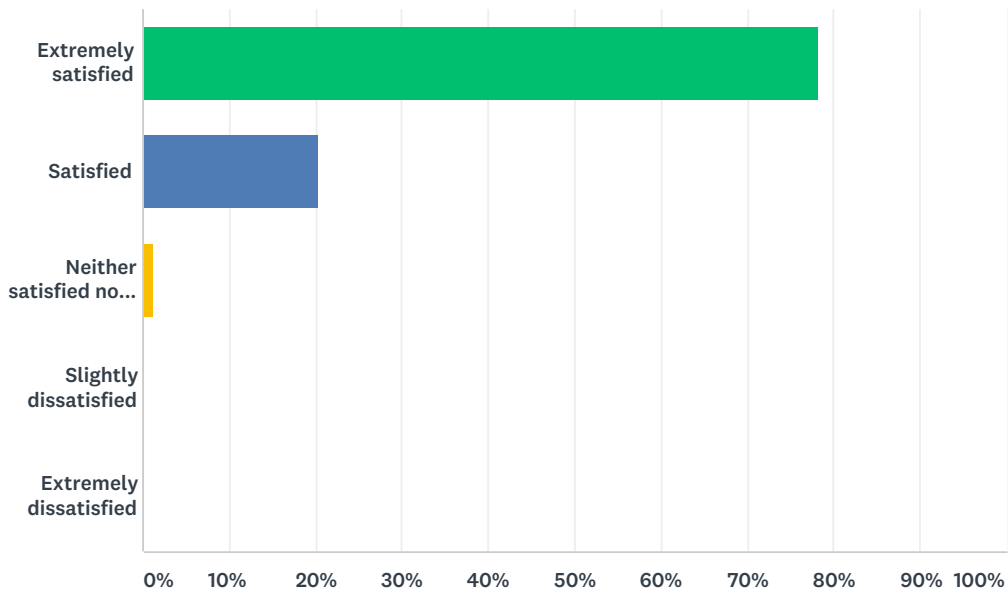
Answered: 302 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	56.95%	172
Very Good - were professional to a level I expect	40.73%	123
Average - were no better / worse than other delivery companies	2.32%	7
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
<b>TOTAL</b>		<b>302</b>

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

Answered: 304 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	78.29%	238
Satisfied	20.39%	62
Neither satisfied nor dissatisfied	1.32%	4
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
<b>TOTAL</b>		<b>304</b>