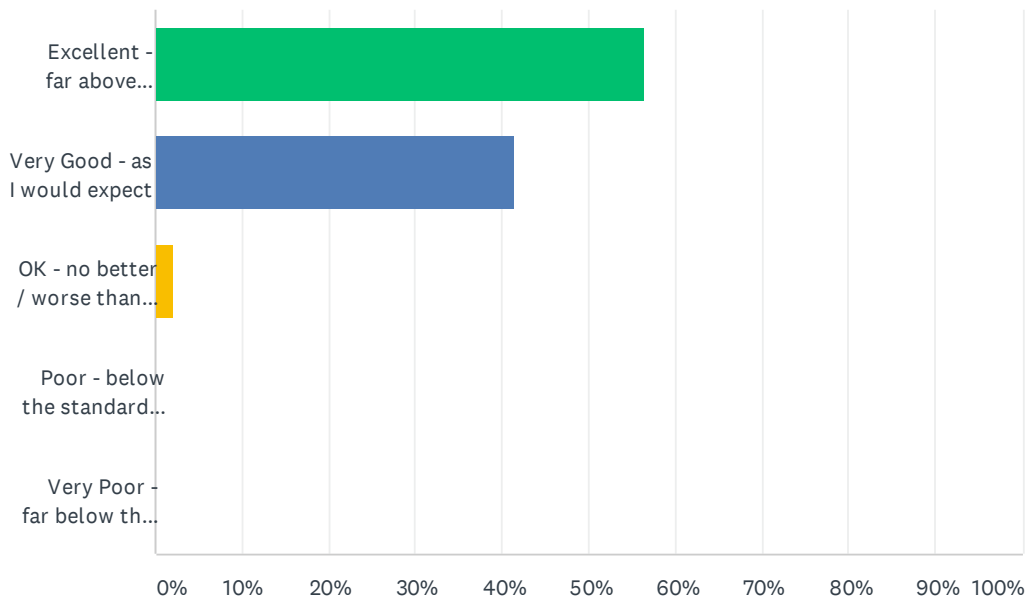


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

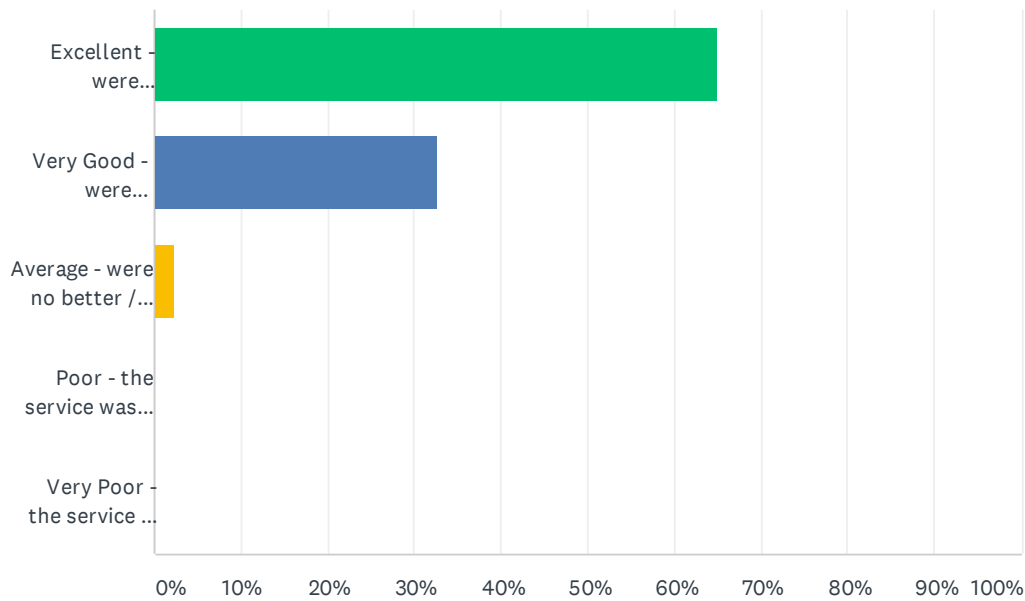
Answered: 340 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	56.47%	192
Very Good - as I would expect	41.47%	141
OK - no better / worse than other delivery companies	2.06%	7
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		340

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

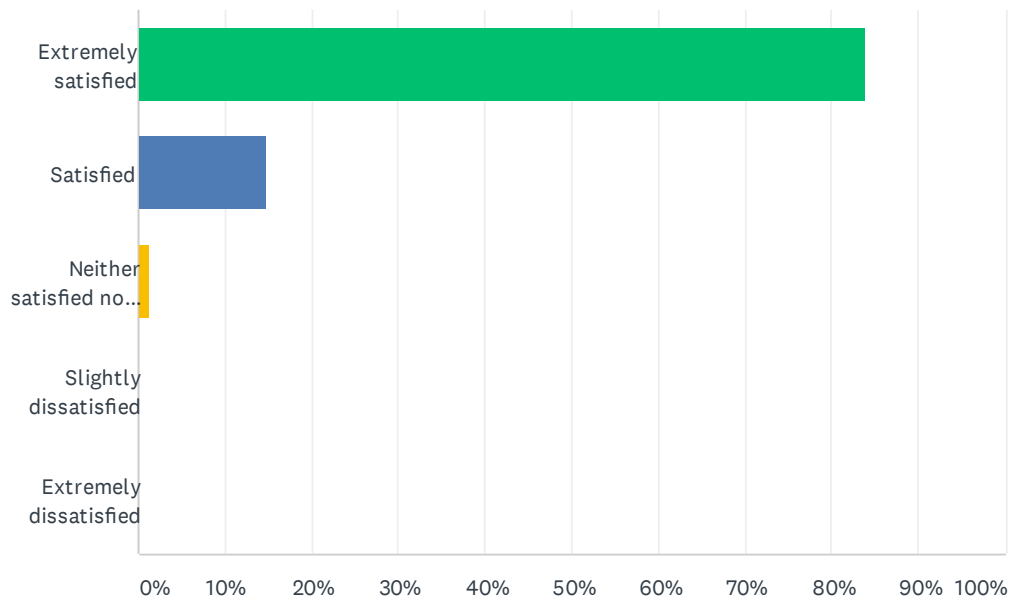
Answered: 341 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	65.10%	222
Very Good - were professional to a level I expect	32.55%	111
Average - were no better / worse than other delivery companies	2.35%	8
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		341

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

Answered: 341 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	83.87%	286
Satisfied	14.96%	51
Neither satisfied nor dissatisfied	1.17%	4
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		341