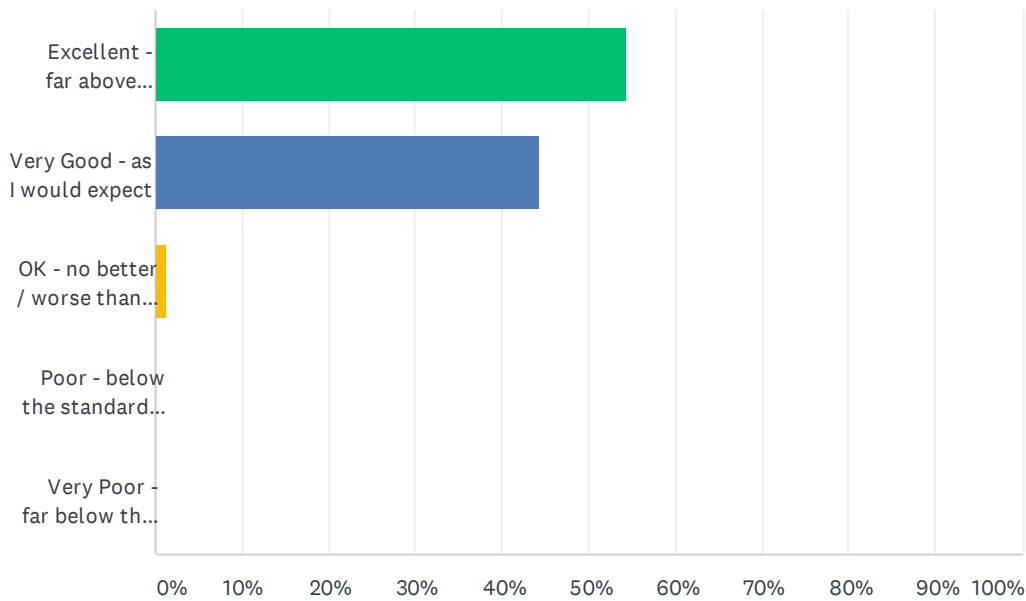


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

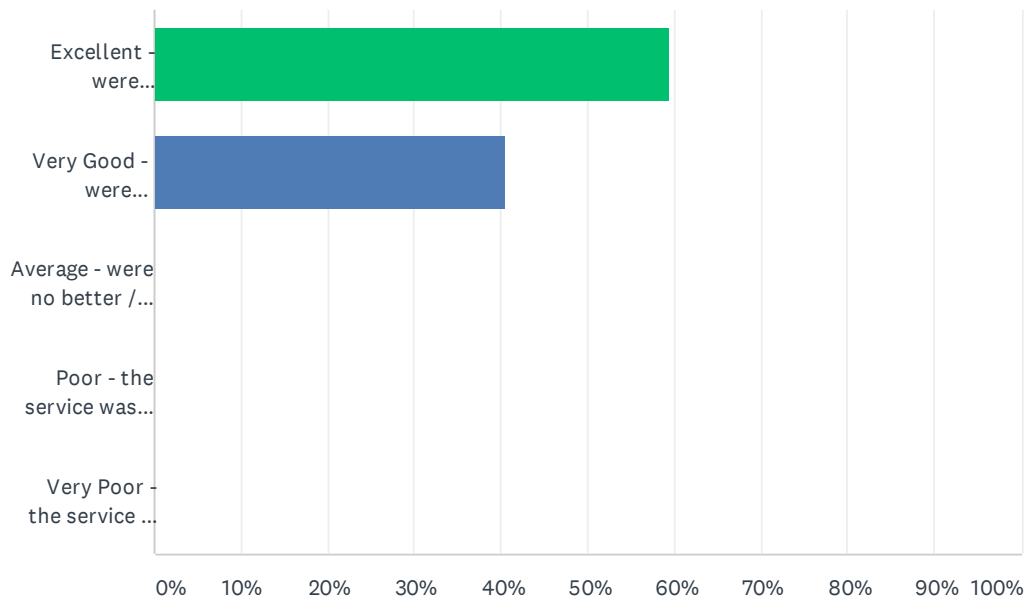
Answered: 250 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	54.40%	136
Very Good - as I would expect	44.40%	111
OK - no better / worse than other delivery companies	1.20%	3
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		250

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

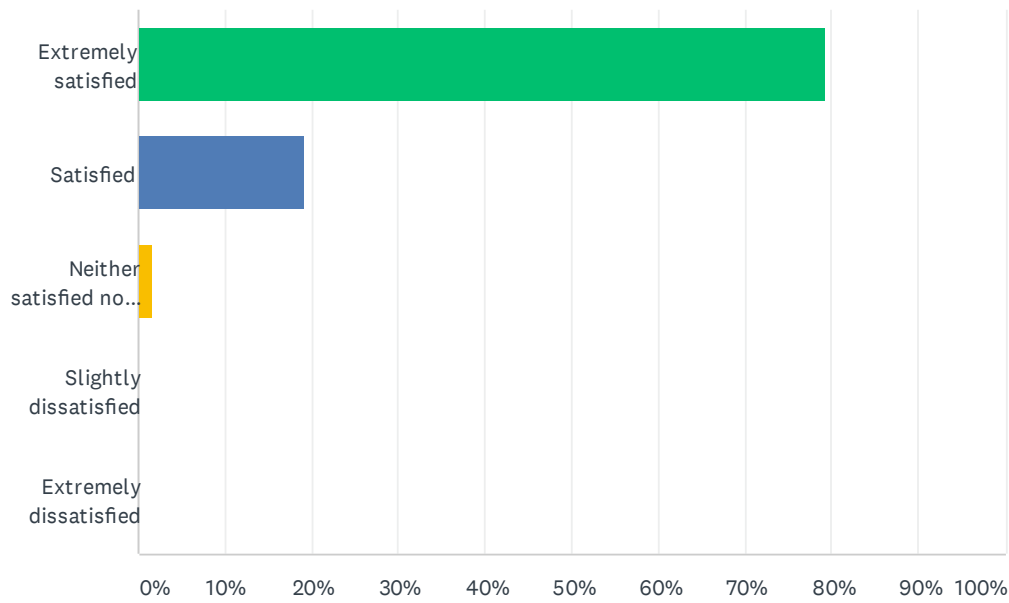
Answered: 249 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	59.44%	148
Very Good - were professional to a level I expect	40.56%	101
Average - were no better / worse than other delivery companies	0.00%	0
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		249

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

Answered: 250 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	79.20%	198
Satisfied	19.20%	48
Neither satisfied nor dissatisfied	1.60%	4
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		250