

Call / SMS

## F2 Logistics Customer Satisfaction Survey Questionnaire

Document Number:

FM-SS-11.20

## Forms and Template

**Department:** 

**Quality Assurance** 

**Effective Date:** 

December 15, 2023

Revision No

	F2 LOGISTICS CUS	STOMER SATIS	<b>FACTION SURVE</b>	Y DOCUMENT NO: EFFECTIVE DATE:	FM-SS-11.2 December 15,
FZ LOGISTICS				REVISION NO:	2
		QUESTIONNAIR	iE .	DEPARTMENT:	Quality Assur
Dear Valued Client,					
In order to evaluate F2	Logistics' performance and to furt	her improve our comp	any's services, we'll appr	eciate if you can spare	us a few
minutes of your time to	answer the questions below and	give us your valuable i	nputs. Thank you.		
C'arrant Warra					
Sincerely Yours, Quality Assurance Depa	artment				
CUSTOMER DETAILS: (I					
		_			
Name:		Compar	-		_
Contact Number:		Position	ı:		_
Email Address:		Date:			
	PART I Instruction: Please	put check ( ✓ ) mark	for the following question	ons.	
1.) Which services do y	·				
Sea Freight	Project Cargo		Door to Door		
Air Freight	Cold Chain		Door to Pier/Port		
Land Transport	Others: Pls. indicate		Pier/Port to Door		
Warehousing  2a.) Do you use other of Yes  No	companies for the same services?		Pier/Port to Pier/Po	rt	
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Others:



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Remarks: (If a rating is Disagree or Strongly Disagree, please provide your written remarks here, along with any specific experience or information you would want to draw the company's attention to.)  PART III - We appreciate your thoughtful remarks and recommendations.		along with any specific experience or information you would want to draw the company's						
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		along with any specific experience or information you would want to draw the company's						
I recommend F2 services to my friends and colleagues. Highly Recommend Fairly Recommend Do not Recom		PART III - We appreciate your though	tful remarks and	recommend	lations.			
		I recommend F2 services to my friends and colleagues. Highly	Recommend	Fairly Re	commend	Do not Recor		
		You may state if we have improved from your last evaluation on us of addressed.	or your concerns	raised on th	e previous sat	isfaction survey		
You may state if we have improved from your last evaluation on us or your concerns raised on the previous satisfaction survey addressed.								
		· · · · · · · · · · · · · · · · · · ·	_			we encourage		
addressed.  If you have any other comments and suggestions that you would like to bring to the attention of the Company, we encourage y								
addressed.  If you have any other comments and suggestions that you would like to bring to the attention of the Company, we encourage y								
addressed.  If you have any other comments and suggestions that you would like to bring to the attention of the Company, we encourage y		Pls. send the filled-up form to qu	alityassu	rance@	9f2logis	tics.com		

**DDC: This Document is already Approved and Posted on Intranet.** 

Please refer to printed files for signatures of approvers.

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