
	<h1 style="text-align: center;">F2 Logistics Customer Satisfaction Survey Questionnaire</h1> <h2 style="text-align: center;">Forms and Template</h2>		Document Number: FM-SS-11.20
	Department: Quality Assurance	Effective Date: December 15, 2023	Revision No 2

	F2 LOGISTICS CUSTOMER SATISFACTION SURVEY QUESTIONNAIRE		DOCUMENT NO: FM-SS-11.20
			EFFECTIVE DATE: December 15, 2023
			REVISION NO: 2
			DEPARTMENT: Quality Assurance

Dear Valued Client,

In order to evaluate F2 Logistics' performance and to further improve our company's services, we'll appreciate if you can spare us a few minutes of your time to answer the questions below and give us your valuable inputs. Thank you.

Sincerely Yours,
 Quality Assurance Department
CUSTOMER DETAILS: (Kindly fill up clearly)

Name: _____ **Company:** _____
Contact Number: _____ **Position:** _____
Email Address: _____ **Date:** _____

PART I Instruction: Please put check (✓) mark for the following questions.

1.) Which services do you use?

<input type="checkbox"/> Sea Freight	<input type="checkbox"/> Project Cargo	<input type="checkbox"/> Door to Door
<input type="checkbox"/> Air Freight	<input type="checkbox"/> Cold Chain	<input type="checkbox"/> Door to Pier/Port
<input type="checkbox"/> Land Transport	<input type="checkbox"/> Others: Pls. indicate _____	<input type="checkbox"/> Pier/Port to Door
<input type="checkbox"/> Warehousing		<input type="checkbox"/> Pier/Port to Pier/Port

2a.) Do you use other companies for the same services?

☐ Yes
☐ No
 Provide name of company (optional): _____

2b.) Compared to other companies you use for the same services, how would you rate F2 Logistics in terms of the ff:

	Superior	Fair	Poor
Service			
Rate			
Relationship			

3a.) Do our Management, Sales Personnel and other F2 representatives visit and coordinate with you? Kindly state names of people or department that coordinate and visit you.

Name	Department	Name	Department
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

3b.) How frequent do they interact with you?

<input type="checkbox"/> Daily	<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Weekly	<input type="checkbox"/> Twice a month	<input type="checkbox"/> Others: _____


4.) How do you like to be communicated with? (encircle type of video conferencing or messenger)

<input type="checkbox"/> In Person	<input type="checkbox"/> Video Conferencing (Google Meet, Zoom, Microsoft Teams, Skype)	Others: _____
<input type="checkbox"/> Call / SMS	<input type="checkbox"/> Cross Platform Messenger (Viber, Messenger, Whatsapp, Telegram)	Others: _____

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PART II - F2 Logistics' Features				
	Rating (Put ✓ per statement)			
	Strongly Agree - 4	Agree - 3	Disagree - 2	Strongly Disagree - 1
SALES AND CUSTOMER SERVICE				
1) Employees are professional in appearance and in manner of dealing. 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.)				
2) Employees accommodate and address concerns timely despite unforeseen events. 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.)				
3) Employees are knowledgeable on product/service deliverables. 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.)				
4) Employees show commitment beyond what is given through relationship building. 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.)				
OPERATIONS				
1) Provides on time pick up based on the agreed time. Remarks: For those who answered STRONGLY DISAGREE or DISAGREE in "on time pick up", Indicate origin / warehouse location and other transaction details				
2) Provides on time delivery based on the agreed time. Remarks: For those who answered STRONGLY DISAGREE or DISAGREE in "on time delivery", Indicate destination / warehouse location and other transaction details				
3) Trucks and manpower (checkers, drivers and helpers) are adequate, reliable and available. 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.)				
4) Drivers, checkers and helpers carry themselves in a presentable manner and complies to the health protocols. 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.)				
5) Employees show commitment beyond what is given through prioritizing safety and security of cargo. 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.)				
FINANCE				
1) Billings are accurate. 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.)				
2) Billings are provided on time. 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.				
I recommend F2 services to my friends and colleagues.	Highly Recommend	Fairly Recommend	Do not Recommend	
You may state if we have improved from your last evaluation on us or your concerns raised on the previous satisfaction survey were addressed.				
If you have any other comments and suggestions that you would like to bring to the attention of the Company, we encourage you to indicate your concern so we can look into it and make our services better for you and your company.				
Pls. send the filled-up form to qualityassurance@f2logistics.com				

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