



CUSTOMER SURVEY QUESTIONNAIRE

شركة الملاحة الكويتية عبر القارات ذ.م.ك.
Kuwait Transcontinental Shipping Co. W.L.L.

Dear Valued Client,

In order to evaluate our performance and to further improve our services, we would appreciate if you could spend a few minutes of your time to answer the below questions and give us your valuable input. Thank you.

PART-I

1) Which of KTS services do you use?

Customs Clearance ☐
Transport ☐
Warehouse & Distribution ☐

Sea Freight (Imports/Exports) ☐
Air Freight (Imports/Exports) ☐
Road Freight (Imports/Exports) ☐

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

☐ Yes
☐ No

2b) How do you rate KTS in comparison with other companies?

☐ Far better ☐ Better ☐ Same ☐ Below

PART-II

		Very Good	Good	Poor	Very Poor
1	KTS provide services in a safe, secure and timely manner.				
2	I have established a good working relationship with my key KTS contacts.				
3	I recommend KTS products and services to my friends and colleagues.				
4	When KTS makes an error, they are quick to acknowledge it and take responsibility to rectify the problem.				
5	All communication to and from KTS is satisfactory (e-mail, telephone, fax, etc).				
6	KTS provides invoices in a timely manner with relevant supporting documents.				
7	KTS's products consistently live up to my expectations.				
8	I know I am welcome to call the most senior person at KTS if I have a problem.				
9	KTS provides me with adequate information (market rates, new rules and regulations, etc).				
10	KTS staff is all competent in their fields.				

Part - III

Your overall impression of our service?

☐ Very Good ☐ Good ☐ Poor ☐ Very Poor

In which areas do you think KTS needs to improve?

☐ Telephone answering ☐ Invoicing
☐ Response times ☐ Others

Others - please specify:

Please give us your valuable comments to help us serve you better: (Please use additional page if required)

Customer details

Company name: _____
Contact person: _____
Designation: _____
Telephone: _____
E-mail: _____

Date: _____