



FM41

Quality Questionnaire

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At **CK Couriers** we are continually looking for ways that we can improve the level of service we offer to our customers, and the standard of service we supply. Without honest feedback from our customers, we cannot make the right improvements. I would ask therefore, that you take a few minutes to read through this form and answer the questions contained within.

Please answer the questions as fully as possible, good or bad.

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1. When booking jobs, how well do the staff in our office(s) deal with, and understand your requirements ?

 2. Do we respond within 15 minutes – either by filling / un-filling the booking, or giving you an update as to the situation ?

 3. Has any member of staff shown outstanding customer care / levels of service when dealing with your company – if yes, who, and what did they do ?

 4. How do you rate the service supplied by **CK Couriers**, are they well briefed as to the work they will be doing ?

 5. Would you say our service is better, the same or worse than services supplied by other couriers? (If better or worse, please state in what way.)



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6. Would you like regular review meetings to discuss service issues and future requirements ?
(If yes, how often would you like these meetings to take place ?)

7. Would you recommend CK Couriers to other companies / internal depots requiring courier/transport services ? (If yes, would you be prepared to right a short testimonial on our behalf ?)

8. What changes / improvements would you recommend we make to improve standards of service ?

9. Do you require any further information as to the services we offer ?

Please sign, print and date below, and thank you for taking the time to fill in and return this form.

Company _____ Depot / Site _____

Signature _____ Print Name _____

Date _____

I agree that my comments can be published and used by CK Courier Solutions Ltd? Yes / No

Please forward this completed form by email to: admin@ckcouriers.co.uk