

Logistics customer satisfaction survey

8 questions. About 2 min to answer.

Service and booking

1. What do you think about the service offered by our company? Required

Choose one answer.

- | | |
|-------------------------------------|-------------------------------------|
| ☐ Excellent | ☐ Below average |
| ☐ Above average | ☐ Poor |
| ☐ Average | |

2. Please evaluate the knowledge and problem-solving capabilities of the operator

Choose one answer.

- | | |
|-------------------------------------|-------------------------------------|
| ☐ Excellent | ☐ Below average |
| ☐ Above average | ☐ Poor |
| ☐ Average | |

3. Were you satisfied with the response times during quotation and booking?

Choose one answer.

- | | |
|---------------------------|--------------------------|
| ☐ Yes | ☐ No |
|---------------------------|--------------------------|

Customs and delivery

4. Please evaluate the accuracy of customs clearance and document processing

Choose one answer.

- | | |
|-------------------------------------|-------------------------------------|
| ☐ Excellent | ☐ Below average |
| ☐ Above average | ☐ Poor |
| ☐ Average | |

5. Please evaluate the communication of vessel ETA and/or delivery arrangements

Choose one answer.

- | | |
|-------------------------------------|-------------------------------------|
| ☐ Excellent | ☐ Below average |
| ☐ Above average | ☐ Poor |
| ☐ Average | |

Improvements and profile

6. Was there anything that could be improved?

7. What can we do to serve you better?

8. Your age

Choose one answer.

- | | |
|-----------------------------|------------------------------------|
| ☐ 18–24 | ☐ 45–54 |
| ☐ 25–34 | ☐ 55–64 |
| ☐ 35–44 | ☐ 65 and older |

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/customer-satisfaction-survey-in-logistics-solutions

Survey template from SurveyNinja: surveyninja.io