

## CUSTOMER SATISFACTION SURVEY

(For Fleets/Transporters) 2013/14

Available on Web Site [www.yorktransport.com](http://www.yorktransport.com)

Company: \_\_\_\_\_ Country: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone / E-mail: \_\_\_\_\_

1. What is the approximate fleet size?

For trailers \_\_\_\_\_ Nos. Main applications: \_\_\_\_\_

2. How many (approx.) trailers are fitted with York axles & suspensions?

		Axles %	Suspensions %	
			Mech.	Air
York				
Others	BPW			
	SAF			
	Hendrickson			
	Fuwa			
	Others			
		100%	100%	

3. Please rate York on the following attributes on the 4 point scale with respect to York's competitors.

**Rating Scale: 4 – Extremely Satisfied; 3 – Satisfied; 2 – Dissatisfied; 1 – Extremely Dissatisfied**

Function	Attributes	Rating on 4 Point Scale		
		YORK	Competitor 1 Name: _____	Competitor 2 Name : _____
<b>Product Performance</b>	a. Overall Performance			
	b. Low Maintenance			
	c. Tyre Life			
	d. Light Weight			
<b>Service</b>	a. Parts Availability			
	b. Serviceability			
	c. Complaint Management			
<b>York Sales Team</b>	a. Sales Person Interaction			
	b. Technical Support			
	c. Call Frequency by Sales Team			

4. Could you please indicate any two improvements that you have observed in York products & services during 2012:

A	
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B	
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5. Please suggest areas that YORK can work on to have more of your fleet fitted with York:

A	
B	

**THANK YOU FOR YOUR TIME AND COOPERATION.**

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Please E- mail / Fax / Post completed Survey to:

**York Transport Equipment (Asia) Pte LTD.**

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