



	CUSTOMER S	SATISFACTION SURV	<u>VEY</u>	
	(For Fleets	s/Transporters) 2013/14		
	Available on W	/eb Site <u>www.yorktranport.com</u>		
Company:		Cou	ntry:	
Contact Name:		Phone <b>/ E-mail</b> :		
1. What is the ap	proximate fleet size	?		
	-	Main applications:		
2. How many (ap	prox.) trailers are fit	ted with York axles & suspe	ensions?	
		Axles %	Suspens	ions %
	<u></u>	/ //////	Mech.	Air
York				1
	BPW			
	SAF			
Others	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





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

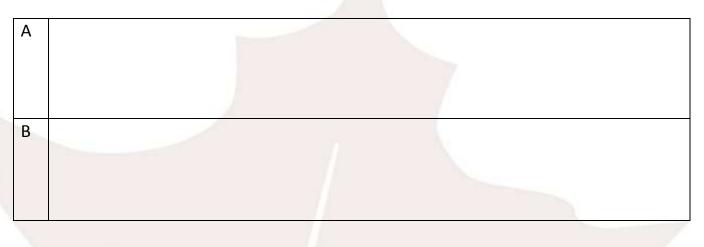
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## 5. Please suggest areas that YORK can work on to have more of your fleet fitted with York:



## THANK YOU FOR YOUR TIME AND COOPERATION.

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

York Transport Equipment (Asia) Pte LTD.

E-Mail : enquiry@yorktpt.com.sg

**Fax:** +65 6897 8231

Post: 122 Pioneer Road, Singapore 639583