

CUSTOMER SATISFACTION SURVEY

(For Fleets/Transporters) 2013/14

Available on Web Site 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 : _____
Product Performance	a. Overall Performance			
	b. Low Maintenance			
	c. Tyre Life			
	d. Light Weight			
Service	a. Parts Availability			
	b. Serviceability			
	c. Complaint Management			
York Sales Team	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.

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