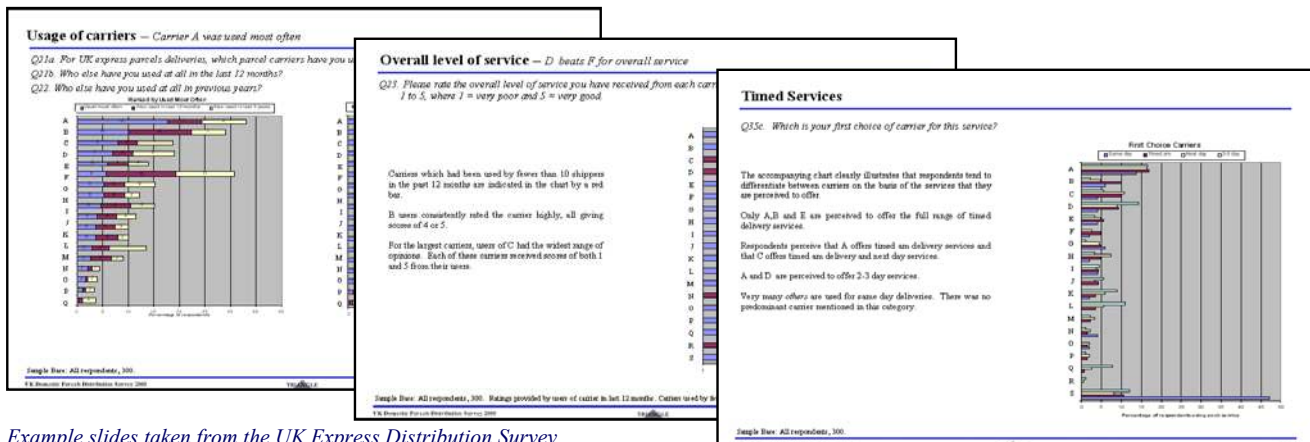


German Express and Parcels Customer Survey

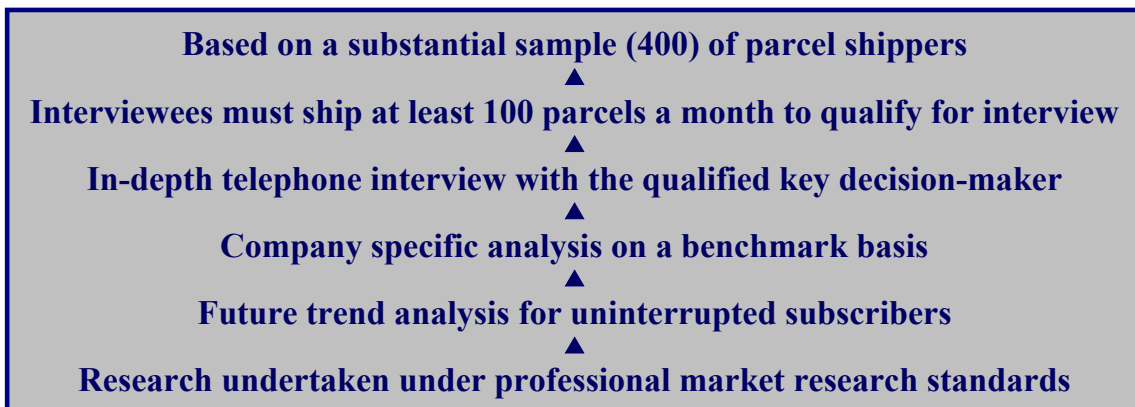
PHASE 3

Comprehensive, in-depth survey of attitudes, expectations and opinions of consignors shipping large volumes of parcels within Germany

- | | |
|------------------------------|-----------------------------|
| <i>Awareness of carriers</i> | <i>Service improvements</i> |
| <i>Carriers Profiles</i> | <i>Problem handling</i> |
| <i>Internet usage</i> | <i>Selection criteria</i> |
| <i>International</i> | <i>Marketing recall</i> |
| <i>Carrier descriptors</i> | <i>Carrier ratings</i> |
| <i>Prices</i> | <i>Usage</i> |



Example slides taken from the UK Express Distribution Survey



Triangle surveys are a cost-effective means of acquiring detailed market research for strategic analysis and market planning. The **German Express Customer Survey 2006** will build on the experience gained through the long established Triangle UK Parcels Distribution Survey, which is seen as the “benchmark” for the industry in the UK.

Triangle is a research-based consultancy specialising in the transport sector. Primary research is complemented by industry intelligence, analysis and interpretation.

