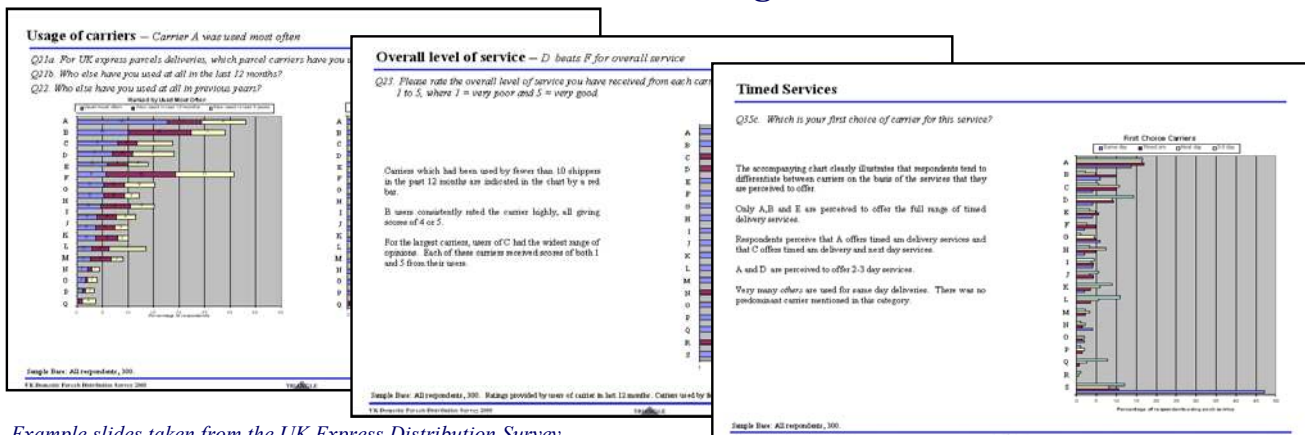


French Domestic Express Customer Survey

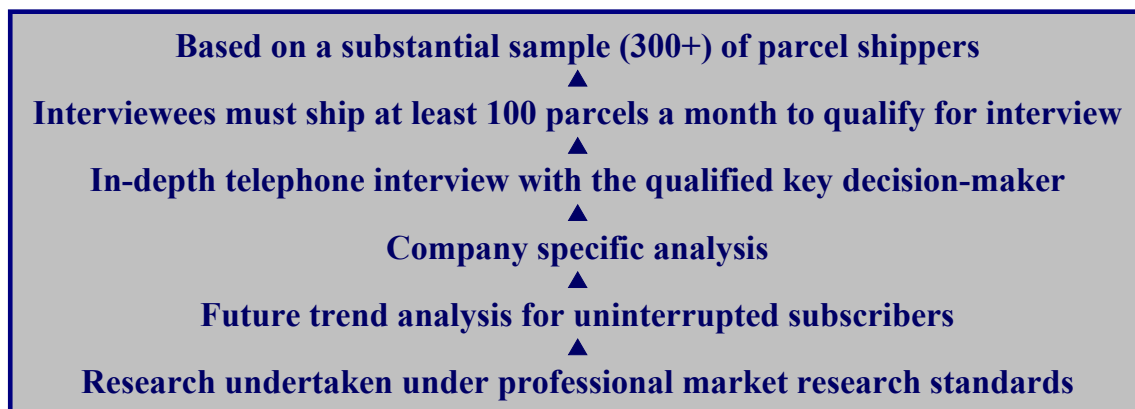
PHASE 3

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

Awareness of carriers *Service improvements*
Carriers Profiles *Problem handling*
Internet usage *Selection criteria*
International *Marketing recall*
Carrier descriptors *Carrier ratings*
Prices *Usage*



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 **French Domestic Express Customer Survey 2005** builds 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.

Introduction

Phase 3 of this report will survey, in depth, medium to large customers of express services in France. The decision to utilise particular service providers will be investigated, as will customers' views of the service issues including quality of service, customer service, range of services and prices they are getting.

The **French Domestic Express Customer Survey 2005** is one of a series of express distribution surveys including: UK Domestic Parcels, UK Express Pallets, UK International Express Outbound, German Express and Parcels and Spanish Express surveys, each of which are carried out on an annual basis.

For those operators with pan-European parcels networks, this survey will allow them to compare the performances of their subsidiaries and/or partners across Europe against their competitors in each market.

The **French Domestic Express Customer Survey** consists of a sample of 300 completed telephone interviews held with the key decision-makers for express services within companies sending over 100 parcels per month.

The results of the customers' survey will be presented in a detailed report including statistical analysis, graphical representation, comparative charts and in-depth commentaries. Individual company summaries can be produced, supported by personalised presentations where desired. The report will also include profiles of the major carriers as well as an overview of the French express market. The report and the personalised presentations will be available in French and/or English.

Sample

The universe for the survey is all businesses located in the French market that meet the minimum requirement of 100 parcels per month. Each business site is classified by size, geographical location and broad industry sector. Each business site is classified by size, geographical location and broad industry sector. Pre-qualified databases are used to generate the sample.

The survey can be "customised" by the addition of two confidential questions and/or client specific supplementary or "boost" respondents

Survey Frequency/Timings

This survey is an annual monitor, with completion and delivery of reports in June/July 2005. Fieldwork for the survey is scheduled to be conducted in May. In order to participate in the "boost" and/or the additional confidential questions, a decision to participate is required by mid-May.

Investment

The cost of the French Domestic Express Customer Survey and Report is €20,000 (plus VAT) to be invoiced at 50% at time of order, with remainder invoiced following delivery.

Contacts

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ORDER FORM

I would like to purchase the 'French Domestic Express Customer Survey'
- Price €20,000 (twenty thousand Euros) (plus VAT).

Title: _____ Forename: _____ Surname: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____ E-mail: _____

I enclose a cheque/banker's draft for € _____ made payable to Triangle Management Services Limited, 4 The Courtyard, Furlong Road, Bourne End, Buckinghamshire, SL8 5AU

Payment has been made by direct bank transfer of € _____ to National Westminster Bank plc, 1 Penn Road, Beaconsfield, Bucks HP9 2PU, UK, Sort Code 60-02-09, Account number 83930558.

Please debit my Mastercard/Visa for € _____

Card Number

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 Expiry Date

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Billing Address (If different from above): _____

Please invoice me. My purchase order number is _____

Signature: _____ Date: _____