
 <p>SHIPPING FREIGHT SERVICES D.S. FREIGHT SERVICES</p> <p>TEL: 011 471 7000 HARBOR CHIEF PACKING WAREHOUSING INSURANCE 11 WALTER SUTELLE PLACE TEL: 011 471 7000 EMBOLOOY AND FAX: 011 471 7000 DUAL: 011 471 7000 Trade: 011 471 7000</p>	Document Number	Part	Version	Date
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	Document Name	Customer Satisfaction Survey		
	Reviewed By	Approved By		Status
D. Singh	D. Govender		Released	
DS FREIGHT SERVICES MANAGEMENT SYSTEMS				

DS FREIGHT SERVICES Customer Satisfaction Survey

Thank you for doing business with DS Freight services. We are constantly striving to provide our customers with a great buying experience. Please help us to serve your needs better by evaluating your buying experience.


<i>Optional Information</i>						
Company	CTO MASTER					
Name	Sathi Naicker					
Country	South Africa					
Province	Durban					
Phone	031-4612223					
E - mail	ctomasters@telkomsa.net					
1 - unacceptable				4 – Good		
2 - Poor				5 – Exceptional		
3 – Satisfactory				6 – not applicable		
Questions	Rating					
	1	2	3	4	5	6
How would you rate our service in general?					x	
How would you rate our responsiveness?					x	
How would rate the quality of service (correctness of paperwork, product repair, ability to solve the problem, etc.)?					x	
Overall how satisfied are you with DS Freight Services					x	
What can we do to improve our service to you? Nothing at the moment						
May we contact you to ensure we understand the issue and address it properly through process improvements and training and development? YES						
Any additional comments you would like to make: Keep up the Excellent services						

 <p>SHIPPING FREIGHT SERVICES D.S. FREIGHT SERVICES</p> <p>TEL: 031 401 1000 HARBOR CHAMBER PACKING WAREHOUSING INSURANCE 11 WALTERS AVENUE PLACE EMBOLODINI 4001 DURBAN, KwaZulu-Natal</p> <p>TAX: 401 1000 TEL: 031 401 1000 FAX: 031 401 1000 Trade: 031 401 1000</p>	Document Number	Part	Version	Date	
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<i>Optional Information</i>						
Company	Olam South Africa					
Name	Morgan					
Country	South Africa					
Province	Durban					
Phone	031 566 5499					
E - mail	morgan.moonsamy@olamnet.com					
1 - unacceptable				4 – Good		
2 - Poor				5 – Exceptional		
3 – Satisfactory				6 – not applicable		
Questions	Rating					
	1	2	3	4	5	6
How would you rate our service in general?					XXXXX	
How would you rate our responsiveness?					XXXXX	
How would rate the quality of service (correctness of paperwork, product repair, ability to solve the problem, etc.)?					XXXXX	
Overall how satisfied are you with DS Freight Services					XXXXXX	
What can we do to improve our service to you? More communication						
May we contact you to ensure we understand the issue and address it properly through process improvements and training and development?						
Yes						
Any additional comments you would like to make:						

 <p>SHIPPING PORT SPECIALISTS D.S. FREIGHT SERVICES</p> <p>TEL: 031 461 1066 HARBOR - LAMBER PLACE EMBOLOBY AND TEL: 031 461 1066 FAX: 031 461 1066</p>	Document Number	Part	Version	Date	
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<i>Optional Information</i>						
Company	R&D Port Operations					
Name	Mr Kuben Pillay					
Country	South Africa					
Province	Kwazulu Natal					
Phone	031 461 1066					
E - mail	Kuben@rdports.co.za					
1 - unacceptable	4 – Good					
2 - Poor	5 – Exceptional					
3 – Satisfactory	6 – not applicable					
Questions	Rating					
	1	2	3	4	5	6
How would you rate our service in general?					X	
How would you rate our responsiveness?					X	
How would rate the quality of service (correctness of paperwork, product repair, ability to solve the problem, etc.)?					X	
Overall how satisfied are you with DS Freight Services					X	
What can we do to improve our service to you? We are happy with the service that we receive from DS Freight Services.						
May we contact you to ensure we understand the issue and address it properly through process improvements and training and development? YES You may contact me.						
Any additional comments you would like to make:						

 <p>D.S. FREIGHT SERVICES</p> <p>TEL: 031 476 1100 HARBOUR CARRIERS PACKING WAREHOUSING INSURANCE 11 WALTERS AVENUE PLACE EMBOLODINI AVE DURBAN 4001</p> <p>TAX: 4076 1000 TEL: 031 476 1100 FAX: 031 476 1100 Trade: 031 476 1100</p>	Document Number	Part	Version	Date	
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<i>Optional Information</i>						
Company	SINAI FREIGHT SERVICES					
Name	ROY JANKHIPERSAD					
Country	SOUTH AFRICA					
Province	KWAZULU NATAL					
Phone	031-0214715					
E - mail	SINAIFRT@IMAGINET.CO.ZA					
1 - unacceptable				4 – Good		
2 - Poor				5 – Exceptional		
3 – Satisfactory				6 – not applicable		
Questions	Rating					
	1	2	3	4	5	6
How would you rate our service in general?					XX	
How would you rate our responsiveness?					XX	
How would rate the quality of service (correctness of paperwork, product repair, ability to solve the problem, etc.)?					XX	
Overall how satisfied are you with DS Freight Services					XX	
What can we do to improve our service to you?						
May we contact you to ensure we understand the issue and address it properly through process improvements and training and development? YES						
Any additional comments you would like to make: DS FREIGHT HAS ALWAYS BENT OVER BACKWARDS TO ACCOMMODATE THEIR CUSTOMERS WHEREVER POSSIBLE						

 <p>DS FREIGHT SERVICES <small>TEL: 011 470 1100 HARBOUR CARRIERS PACKING WAREHOUSING INSURANCE 11 WALTERS AVENUE PLACE EMBAYMENT AND DUBLIN, IRELAND</small></p>	Document Number	Part	Version	Date	
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<i>Optional Information</i>						
Company	VOPAK TERMINAL DBN					
Name	ANITA RAMLUGAN					
Country	SOUTH AFRICA					
Province						
Phone	031 4669226					
E - mail	anita.ramlugan@vopak.com					
1 - unacceptable				4 – Good		
2 - Poor				5 – Exceptional		
3 – Satisfactory				6 – not applicable		
Questions	Rating					
	1	2	3	4	5	6
How would you rate our service in general?				4		
How would you rate our responsiveness?				4		
How would rate the quality of service (correctness of paperwork, product repair, ability to solve the problem, etc.)?				4		
Overall how satisfied are you with DS Freight Services				4		
What can we do to improve our service to you? Alls fine at the moment, communication is most important.						
May we contact you to ensure we understand the issue and address it properly through process improvements and training and development? Yes if there are any workshops for transporters and any additional training we will advise,						
Any additional comments you would like to make: Overall I would say everything is going great, it would be advisable to do monthly checks on all vehicles to ensure it complies with Vopak standard.						

 <p> <small>SEAFREIGHT SPECIALTIES LTD.</small> D.S. FREIGHT SERVICES <small> TEL: 416-291-1111 HARBOR CENTER PARKING WAREHOUSING INSURANCE 11 WALTER SAVILE PLACE TORONTO, ONT. M5H 1K5 <small>TEL: 416-291-1111 FAX: 416-291-1111</small> </small> </p>	Document Number		Part	Version	Date
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