

How are we doing?

We genuinely care how you think we are performing. Your feedback is important so that we can meet our commitment to delivering the best possible service and we would appreciate you taking the time to answer the following questions.

Name	
Company	
Address	
Postcode	
Tel	Fax
Email	
Website	

How would you rate our overall pricing?

Rarely Competitive Competitive Very Competitive Always lowest

Would you recommend Dynamic to others?

Not at all Maybe Yes Strongly

Compared to other couriers how would you rate the overall level of service provided by Dynamic?

Much lower Lower Equal Higher Much higher

Do you use courier companies other than Dynamic?

No Yes, less frequently Yes, as frequently Yes, more frequently

How well does Dynamic Despatch Meet Your Expectations?

Poor	Fair	Good	Excellent	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Overall performance of Dynamic Despatch Ltd
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speed of Customer Services answering your telephone calls
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Response time to your communications
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The way your initial query was handled
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speed of collection
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Driver's appearance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speed of delivery
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Timely notification of delivery problems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suitability of Proof Of Delivery (POD) options
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of POD
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Accuracy of invoices
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ability of Dynamic's customer services staff to answer your questions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Friendliness and attitude of Customer Services representatives
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adequacy of information provided to you (phone email etc)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ability of drivers to offer assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Friendliness and attitude of drivers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speed of complaint resolution
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Overall image of Dynamic Despatch Ltd.

What do you like about Dynamic?

Is there anything you would change about Dynamic?

Any other comments?

Thank You

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 **Dynamic**
delivering a better package