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#### **CUSTOMER SATISFACTION QUESTTIONNAIRE**

Dear Client,

As part of our ongoing evaluation of the Customer Satisfaction, please complete the following questions. The informtion will be treated confidentially. Please be objective- all comments will be taken into account.

Organization Name	- : F	Surak :	Schillahrts	GmbH &	Co. KG	
essel Name		RAPTOR				
Contact Name	: C	pt. His	eyin A.	slan		
-mail Address	: 17	fod bural	combh. c	om		
Contact Tel	: 44	91793251	313	Date: 26.04	.2024	
Please score on a scale of 1	1-5, where 1="Not	Good" and 5= 'Very Go	od"			_
Delivery						
How satisfied a	are you overal	with the service	you received?			
1	2	3	4	₩ 5		
2. How satisfied a	re you with th	ne speed in which	h the service/pro	duct was delivered?		
1	2	з	4	<b>S</b> 5		
3. How satisfied a	re you with th	e quality of wor	k carried out?			
1	2	3	4	∑ 5		
4. How satisfied a	re you with th	e works carried	out by the sub-co	ntractor?		
1	2	3	× 4	5		
5. How satisfied a	re you with th	e works carried	out by the shipya	rd personnel?		
1	2	3	4	5		
Communications						
6. How satisfied a	are you with	the ease of con	tacting the pers	on you needed?		
1	2	3	4	5		
				**	Page   1	



7. How satisfie	ed are you with th	e clarity of infor	mation or advice	provided?
1	2	3	4	<b>X</b> 5
8. How satisfie	d are you with the	time taken to res	pond to telephone	e enquiries
1	2	з	4	× 5
9. How satisfied	are you with your	telephone enquir	ies dealt with?	
1	2	3	<b>4</b>	5
10. How satisfied	are you with the ti	me taken to resp	ond to written/po	stal enquiries?
1	2	3	4	X 5
11. How easy was	it to find informati	on on the work p	rogram?	
1	2	3	✓ 4	5
Quality of Stat		elevant knowledge	e of the staff you	dealt directly with ?
		elevant knowledge	e of the staff you o	dealt directly with ?
12. How satisfied	are you with the re	3	4	
12. How satisfied  1  13. How satisfied  1	are you with the re	ourtesy of the state 3	4	<b>⋈</b> 5
12. How satisfied  1  13. How satisfied  1	are you with the re	ourtesy of the state 3	4	<b>⋈</b> 5
12. How satisfied  13. How satisfied  14. How satisfied	are you with the real are you with the color are you with the hole are you with the hole are you that the searce you that the searce you with the you will not you with the searce you will not you will	ourtesy of the state 3  a 3  elpfulness of the state 3	4  ff?4  staff?4	



Problem Solving				
16. How satisfied are yo	ou with the way problem	ns were resolve	d ?	
1	2	3	4	▼ 5
17. Please use the space we could improve our se				es, or any suggestions on how ink unsuccessful.
loe highly	appreciated	your	fully	support in all have suffered our
engulies and	Problems	which	We	have sufferred our
selt, we are	slad to	have	Wo	rked with your
		- C	pt.	Hiseyin Arsla
			Mana	sing Director
			Tet, 443 (45) Eckumikudar	urak Schiffahrts imbh & Co. KG Ustarissos - Fax +49 (481) 97879881 Uricaix 83 2654 Feraphy Gumany KT DE-273 SO1 / 985
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#### **CUSTOMER SATISFACTION QUESTTIONNAIRE**

				se complete the follow nments will be taken in	
Organization Name		VisA S	HI PPING		
Vessel Name	:	Breadbo	SERU!	Ac.	
Contact Name		Omer A			
E-mail Address			denizcilik	· com	
Contact Tel		9053239		Date: 10.07.	2023
Please score on a scale of	of 1-5, where 1="Not	Good" and 5= 'Very Go	od"		
Delivery					
How satisfied	l are you overa	II with the service	you received?		
1	2	3	4	5	
2. How satisfied	are you with t	he speed in whic	h the service/pro	duct was delivered?	
1	2	3	4	X 5	
3. How satisfied	are you with t	he quality of wor	k carried out?		
1	2	3	4	× 5	
4. How satisfied	are you with th	ne works carried	out by the sub-co	ontractor?	
1	2	3	4		
5. How satisfied	are you with th	ne works carried	out by the shipya	rd personnel?	
1	2	3	4	<b>X</b> 5	
Communications					
6. How satisfied	are you with	the ease of cor	tacting the pers	on you needed?	
1	2	3	4	5	
					Page   1



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7. How satisfie	ed are you with the	e clarity of inform	mation or advice	provided?	
1	2	3	4	5	
8. How satisfied	d are you with the	time taken to res	pond to telephon	e enquiries	
1	2	3	4	5	
9. How satisfied	are you with your t	elephone enquir	ies dealt with?		
1	2	3	× 4	5	
10. How satisfied	are you with the ti	me taken to resp	ond to written/po	ostal enquiries?	
1	2	3	<b>X</b> 4	5	
11. How easy was	it to find informati	on on the work p	rogram?		
1	2	3	4	5	
Quality of Sta	ff				
12. How satisfied	are you with the re	elevant knowledg	e of the staff you	dealt directly with ?	
1	2	3	4	5	
				F	
13. How satisfied	are you with the co	ourtesy of the sta	iff?		
1	2	3	4	<b>X</b> 5	
14. How satisfied	are you with the h	elpfulness of the	staff?		
1	2	3	4	5	
15. How satisfied treated you as a	are you that the s	staff showed inte	erest in you as an	individual/	
1	2	3	4	X 5	



Problem Solving	1				
16. How satisfied a	are you with the v	vay problems wer	e resolved ?		
1	2	3	4	5	
				onses, or any sugge u think unsuccessfu	
Thanks Our Do approach	for y dock	your Projection	erfect I, we happy	Support had on to wo	duing proffessional
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#### CUSTOMER SATISFACTION QUESTTIONNAIRE

Dear	01		
Dear		ıor	11

As part of our ongo informtion will be	oing evalatuion o created confider	of the Custome ntially. Please be	r Satisfaction, ple e objective- all co	ase complete the following question mments will be taken into account	ons. Th
Organization Name	: 1	BEALAN S	hipping.		
Vessel Name		DESTAR	7		
Contact Name	: Ca	pr. Evsik	cor Fugenii	-	
E-mail Address	: lo	destor.w	ay@gtship	com	
Contact Tel	:			Date: 24, 04, 2014	
Please score on a scale of	f 1-5, where 1="Not 0	Good" and 5= 'Very Go	ood"		
Delivery					
1. How satisfied	are you overall	with the service	e you received?		
1	2	3	4	5	
2. How satisfied	are you with th	e speed in whic	h the service/pro	duct was delivered?	
1	2	3	4	5	
3. How satisfied	are you with the	quality of wor	k carried out?		
1	2	3	4	5	
4. How satisfied	are you with the	works carried	out by the sub-co	entractor?	
1	2	3	4	5	
5. How satisfied a	are you with the	works carried	out by the shipya	rd personnel?	
1	2	3	4	5	
Communications		~			
6. How satisfied	are you with th	ne ease of con	tacting the pers	on you needed?	
1	2	3	4	LAND BASA175	
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7. How satisfie	d are you with th	ne clarity of infor	mation or advic	e provided?	
1	2	3	4	5	
8. How satisfied	are you with the	time taken to res	pond to telepho	ne enquiries	
1	2	3	4	5	
9. How satisfied a	re you with your	telephone enquiri	es dealt with?		
1	2	3	4	5	
10. How satisfied a	re you with the ti	me taken to respo	ond to written/p	ostal enquiries?	
1	2	<b>3</b>	<b>₩</b> 4	5	
11. How easy was it	t to find informati	on on the work p	rogram?		
1	2	3	4	5	
Quality of Staff					
12. How satisfied ar	re you with the re	levant knowledge	of the staff you	dealt directly with ?	
1	2	3	4	<b>5</b>	
13. How satisfied ar	re you with the co	ourtesy of the staf	f?		
1	2	3	4	5	**
14. How satisfied ar	re you with the he	elpfulness of the s	taff?		
1	2	3	4	5	
15. How satisfied ar treated you as a val	re you that the student reduction that the student reduction reduc	taff showed inter	est in you as an	individual/	
1	2	3	4	5 LOGISTICS IMO 8434175 LODESTAR WAY	10
				GRV 12,899 Page C.N. 22148 Page	12



<b>Problem Solving</b>	38				
16. How satisfied ar	e you with the w	ay problems wer	e resolved ?		
1	2	3	4	5	
17. Please use the sp we could improve ou					ons on hov
pol well	done.			4	
copi.					
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-	17 100	GRT 12,899 O.N. 22148	1)		
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