



TANKTERMINAL N.V. – UNIDET N.V.

ENQUÊTE KLANTENTEVREDENHEID

Dear Customer,

In the frame of our care system we wish through this evaluation form your impression and your expectations so that we can visualise our services.

Our services involves the cleaning of the inside of containers, bulk vehicles and IBC's with primary charge food ware or chemicals. Also the disinfecting, the drying after the cleaning and the heating of the product according to the ISO 9001:2008 certified services package.

Your feedback will be used as a source of valuable information to implement the continues effort to improve our services with as ultimate goal client satisfaction.

This is the base of a good relationship and partnership.

We would be delighted if you would be able to spare 5 minutes of your precious time to fill in the questionnaire linked to this letter.

At the bottom of the survey there is an option offered to fill in any comments on the form. Especially in case of a negative evaluation (1 or 2) we ask you to explain this to us in detail. This will give us the opportunity to make conclusions and to perform actions so that we can improve our services.

After the processing of the results of the questionnaires we will inform you of the results and the actions that we will be taking.

Could we ask you to complete this questionnaire and to send it back to us once you have completed it?

We count on your cooperation and thank you in advance for your valuable feedback.

With friendly regards.

Diederick Pauwels

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Questionnaire on customer satisfaction

1. General information

Company name:

Name of contact:

Function:

2. The quality of our services

**How would you grade the following aspects of the service of the TANK SERVICES?
(scoring: 1= very bad, 5= very good)**



The waiting time between the time of registration and the cleaning	1	2	3	4	5
The quality of the cleaning	1	2	3	4	5
The duration of the cleaning	1	2	3	4	5
The information on the cleaning certificate-ECD (clearness and accuracy)	1	2	3	4	5
The billing/invoicing (clearness and accuracy)	1	2	3	4	5
The price of the service	1	2	3	4	5
The variation offered in our services (tank cleaning, tank heating, IBC cleaning, truckwash, container handling and periodic storage, petrol station, truckers restaurant, shop, parking, sanitary facilities, hotel, ...)	1	2	3	4	5

Comments:.....
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