



TANK SERVICES PERNIS B.V. – TANK SERVICES GRONINGEN B.V.

QUESTIONNAIRE ON CUSTOMER SATISFACTION

Dear Customer,

In the frame of our care system we wish through this evaluation form to visualize your impression and your expectations on our independent and integrated services.

Our services involve 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. Our independent "1 stop depot service center" concept in the Rotterdam region includes also additional services like handling & storage, latex/resin recirculation cleaning, outside cleaning of containers and the total package of M&R services of containers.

Your feedback will be used as a source of valuable information to implement the continues effort to improve our independent and integrated 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,

Nick Vanderkerckhove

Contact : Nick Vandekerckhove
SHEQ Manager

TANK SERVICES PERNIS B.V.
TANK SERVICES GRONINGEN B.V.

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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 services of TANK SERVICES?
 (scoring: 1= very bad, 3 = sufficient, 5= very good)



The waiting time between the time of registration and the cleaning and/or M&R	1	2	3	4	5
The quality of our cleaning services	1	2	3	4	5
The quality of our M&R services	1	2	3	4	5
The duration of the cleaning / M&R services	1	2	3	4	5
The information on the cleaning/M&R certificate-ECD (clearness and accuracy)	1	2	3	4	5
The billing/invoicing (clearness and accuracy)	1	2	3	4	5
The price of our cleaning (incl. heating) services	1	2	3	4	5
The price of our handling & storage services	1	2	3	4	5
The price of our M&R services	1	2	3	4	5
The variation offered in our services package (tankcleaning, heating, latex/resin recirculation cleaning, truckwash, handling and storage, M&R services)	1	2	3	4	5

Comments:

