



ジャパンムーブ株式会社

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## Quality Control

Date: \_\_\_\_\_

Shipper : Mr.Lopez Guaita and Mrs.Mitsuko Ando

Company: None

Account: Private

JapanMove Co.,Ltd. is always trying to improve our services and welcome all comments that can assist with this go

### How would you rate the services provided at ORIGIN in teams of:

- |   |                                    |                               |   |
|---|------------------------------------|-------------------------------|---|
| 1. Punctuality of the crew                        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 2. Efficiency of the crew                         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 3. Care and consideration towards your belongings | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 4. Addressing your questions and concerns         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |

### How would you rate the services provided Office Staff at ORIGIN in teams of:

- |   |                                    |                               |   |
|---|------------------------------------|-------------------------------|---|
| 1. Promptness in returning phone call                       | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 2. Kept informed regarding arrival and delivery of shipment | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 3. Addressing your questions and concerns                   | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 4. Clarify of information provided                          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 5. Overall Attitude and Friendliness                        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |

### How would you rate the services provided at DESTINATION in teams of:

- |   |                                    |                               |   |
|---|------------------------------------|-------------------------------|---|
| 1. Punctuality of the crew                        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 2. Efficiency of the crew                         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 3. Care and consideration towards your belongings | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 4. Addressing your questions and concerns         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |

### How would you rate the services provided Office Staff at DESTINATION in teams of:

- |   |                                    |                               |   |
|---|------------------------------------|-------------------------------|---|
| 1. Promptness in returning phone call                       | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 2. Kept informed regarding arrival and delivery of shipment | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 3. Addressing your questions and concerns                   | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 4. Clarify of information provided                          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |
| 5. Overall Attitude and Friendliness                        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Need Improvement |

★ Would you recommended our company to others ?

Yes

No

★★ Additional Comments or Suggestions ★★

Customer feedback is a vital element of JAPANMOVE's quality system, enabling us to monitor and improve our performance on an ongoing bases, and we would therefore like to thank you again for your input.

Date : \_\_\_\_\_

Signature: \_\_\_\_\_