



ANNEXURE A – CLIENT CUSTOMER SERVICE QUESTIONNAIRE

To Whom it may Concern:

Long Distance Passenger Transport is a Division of PRASA doing the road based passenger transport services, which has advertised a tender for Bus Lubricants with tender reference number: _____

Please would you kindly assist the bidder in completing this Reference Questionnaire for Lubricants, which only has two (2) questions.

NB - This questionnaire, must only be completed by a client whom the bidder previously or currently rendered a service for supply and delivery of Lubricants.

Annexure A must be completed on the client's company letterhead OR completed on Annexure A as provided on the Autopax letterhead and apply your company stamp.

Name of Service Provider (Bidder): _____

Name of the Client: _____

Contact details email (Client): _____

Contact details telephone (Client): _____

Contract Start Date: _____

Contract End Date: _____

Client Company Stamp: _____

Turn around/Delivery Time

A) What was the delivery time it took the supplier to deliver the lubricants from placement of order?

- 5. Adhered to your Delivery time 100% of the time ☐
- 4. Adhered to your Delivery time 80-99% of the time ☐
- 3. Adhered to your Delivery time 60-79% of the time ☐
- 2. Adhered to your Delivery time 40-59% of the time ☐
- 1. Adhered to your Delivery time 0-39% of the time ☐

Comments

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Customer Centricity

B) Would you consider procuring lubricants from this service provider again?

- 5. Yes definitely, their services are remarkable. ☐
- 4. Yes, their services met our required standard. ☐
- 3. Yes, but they won't be my first option. ☐
- 2. Never again, unless they are my only option. ☐
- 1. Never again. ☐

Comments

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