G.	Suggestions for improvement (if any)
	Name Designation
	Organisation Date
	Address
	Tel: Fax:
	Email:
	*Please enclose your business card for us to network with you.
н.	FOR OFFICIAL USE ONLY
H. i)	
	FOR OFFICIAL USE ONLY
i) - Signe	FOR OFFICIAL USE ONLY
i) - Signe	FOR OFFICIAL USE ONLY Comment on feedback by QLPA Services ed :

Thank you for your participation. We undertake to treat all responses with Strict Confidentiality and any suggestions or complaints shall be looked into promptly.



To enable us to improve our services, kindly complete this Customer Service Feedback and return the same to us either by fax or by mail to –

MIRI PORT AUTHORITY,
P O BOX 1179, MIRI 98008 SARAWAK
(Tel: 085-609009, 609011, 609088, 609079 Fax: 085-604841
Email: miriport@gmail.com

<u>PART I</u>

Which industrial sector are you from?	Please
Import/ Export	Tieds.
Shipping	
Forwarding	
Logistics	
Oil & Gas	
Related Government Agencies (Please specify)	
Others (Please specify)	
How frequent do you interface with us or use our services/	
Facilities?	
	Pleas
Daily	Pleas
Daily Weekly	Pleas
,	Pleas
Weekly	Pleas
Weekly Monthly	
Weekly Monthly Occasionally Which particular departments do you normally deals with?	
Weekly Monthly Occasionally Which particular departments do you normally deals with? Operations	
Weekly Monthly Occasionally Which particular departments do you normally deals with?	
Weekly Monthly Occasionally Which particular departments do you normally deals with? Operations Landing & Shipping (Billing & Payment)	
Weekly Monthly Occasionally Which particular departments do you normally deals with? Operations Landing & Shipping (Billing & Payment) Engineering	
Weekly Monthly Occasionally Which particular departments do you normally deals with? Operations Landing & Shipping (Billing & Payment) Engineering Security, Enforcement & Fire Services	
Weekly Monthly Occasionally Which particular departments do you normally deals with? Operations Landing & Shipping (Billing & Payment) Engineering Security, Enforcement & Fire Services Administration & Finance	Please
Weekly Monthly Occasionally Which particular departments do you normally deals with? Operations Landing & Shipping (Billing & Payment) Engineering Security, Enforcement & Fire Services Administration & Finance Business Development Unit	

PART II

How do you rate the following as provided by MPA?

Performance Rating

A COUNTER SERVICES A1 Friendliness A2 Helpfulness A3 Effectiveness

Poor		Average		Excellent	
2 4		6	8	10	

B EFFICIENCY OF EQUIPMENT / FACILITIES /SERVICES

B1	Crane/Harbour Crane
B2	Forklifts
В3	Reachstackers
B4	Trailers
B5	Weighbridge
B6	Cargo Gears
B7	Office/Building Rental
В8	Training Facilities
В9	Water Supply
B10	Berthing / Mooring of vessel
B11	Cargo Handling Services
B12	Delivery of Cargo
B13	Measurement of Cargo
B14	Bunkering Services
B15	Electricity Supply (Reefer Points)

Poor		Average		Excellent		
2	4	6	8	10		
•						

C PORT ENVIRONMENT AND SAFETY

Cl	Cleanliness
C2	Safety, & Health compliance
C3	Security of cargo, property & people
C4	Environmental compliance

Poor		Ave	age	Excellent		
2	4	6	8	10		

3 months

(Please specify)

D	COMMUNICATION (Are we easily contactable by?)					
D1 D2 D3	Telephone Facsimile E-Mail Remark:	Pc 2	oor 4	Average 6	Exce 8	10
E	OVERALL	Pc 2	oor 4	Average 6	Exce 8	ellent
ΕΊ	What is your perception of MPA?					
F F1 F2	Did you encounter any problem during your visit to the 1 month (Please specify) (Please specify)	ne port	t	ago?		