

PART II

How do you rate the following as provided by MPA?

A. COUNTER SERVICES

- A1 Friendliness
- A2 Helpfulness
- A3 Effectiveness

POOR				AVERAGE			EXCELLENT		
1	2	3	4	5	6	7	8	9	10

B. EFFICIENCY OF EQUIPMENT / FACILITIES / SERVICES

- B1 Crane/harbour crane
- B2 Forklift
- B3 Reach stackers
- B4 Trailers
- B5 Weighbridge
- B6 Cargo gears
- B7 Office/building rental

POOR				AVERAGE			EXCELLENT		
1	2	3	4	5	6	7	8	9	10

C. PORT ENVIRONMENT AND SAFETY

- C1 Cleanliness
- C2 Safety & health compliance
- C3 Sec of cargo, property & people
- C4 Environmental compliance

POOR				AVERAGE			EXCELLENT		
1	2	3	4	5	6	7	8	9	10

D. HOW DO YOU RATE OUR PORT CHARGES IN COMPARISON TO OTHER PORTS?

CARGO TYPES

- D1 GENERAL CARGO
- D2 CONTAINERIZED CARGO
- D3 WHEELED VEHICLES

POOR				AVERAGE			EXCELLENT		
1	2	3	4	5	6	7	8	9	10

PERFORMANCE RATING

E. COMMUNICATION (Are we easily contactable by?)

- E1 Telephone
- E2 Facsimile
- E3 E-Mail

POOR				AVERAGE			EXCELLENT		
1	2	3	4	5	6	7	8	9	10

Remarks:

F Overall

POOR				AVERAGE			EXCELLENT		
1	2	3	4	5	6	7	8	9	10

F1 What is your perception of MPA?

G **Did you encounter any problem during your visit to the port _____ ago?**

G1 1 month (please specify) _____

G2 2 month (please specify) _____

G3 3 months (please specify) _____

H **What is the greatest constraint you faced when using MPA's facilities and services?**

- | | | |
|----|---|--------------------------|
| H1 | Shallow access channel | <input type="checkbox"/> |
| H2 | Lack of cargo handling equipment | <input type="checkbox"/> |
| H3 | Berthing facilities | <input type="checkbox"/> |
| H4 | Manpower | <input type="checkbox"/> |
| H5 | Bunkering | <input type="checkbox"/> |
| H6 | Security, Enforcement and Fire requirement | <input type="checkbox"/> |
| H7 | Safety, Health and Environment requirement | <input type="checkbox"/> |

Please (✓)

Suggestion for improvement (if any): -----

Name : _____

Designation : _____

Organisation : _____

Date : _____

Address : _____

Tel : _____

Fax : _____

Email : _____

***please enclose your business card for us to network with you**

