

Delivery survey results

Date

Order or route number

Number of answers

Tally how many customers ticked each box. Percent good or excellent = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% GOOD OR EXCELLENT
1. How would you rate the condition it arrived in?							
2. How would you rate the updates about this delivery?							
3. How would you rate the choice of delivery times?							
4. How would you rate the care taken at your door?							
5. Overall, how would you rate this delivery?							

When did your order arrive, compared with the time we gave you

EARLY	IN THE TIME SLOT	UP TO AN HOUR LATE	OVER AN HOUR LATE	A LATER DAY

Strengths

The two statements with the highest percent good or excellent.

Fix first

The two statements with the lowest percent good or excellent.

What the open answers say

Sort the comments into three or four themes.

You said, we will

The change customers will see on their next delivery, and when it starts.
