

CONFIDENTIAL

Survey Report

Customer Satisfaction Survey 2009/2010



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1.0 INTRODUCTION

1.1. Purpose

To collect the responses of Schenker Singapore's customers to understand what is to be maintained, improved, implemented and ceased so as to better the services it provides.

1.2. Timeline

The Survey was rolled out in 4Q2009 and closed in 2Q2010.

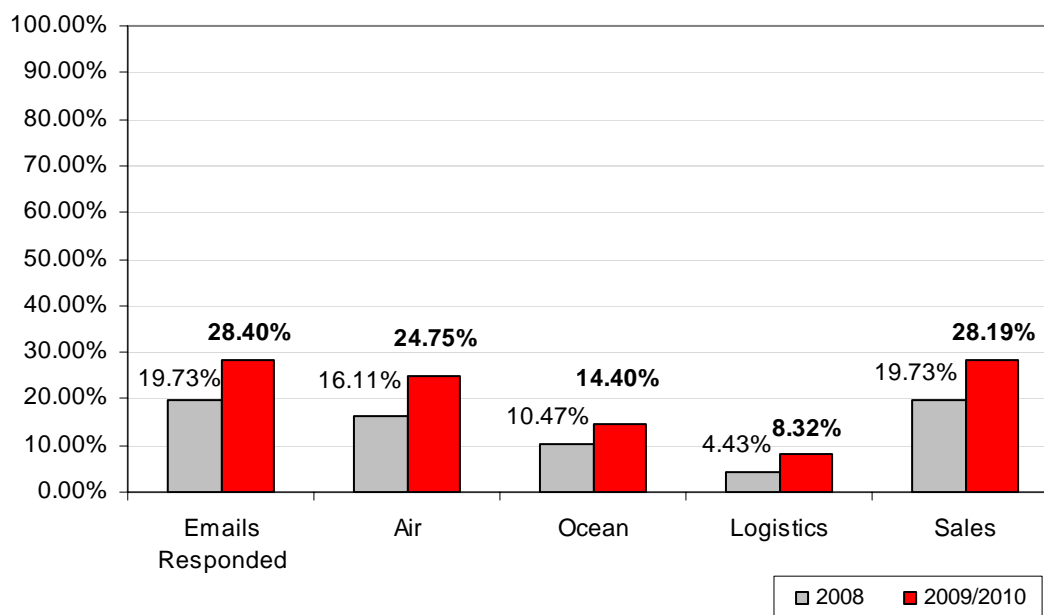
1.3. Scope

The Survey covers topics on the punctuality and handling of cargo, job accuracy, staff quality and booking information of Air and Ocean Freight Departments; inventory, order fulfillment, flexibility, efficiency and housekeeping quality of Logistics Department; and the quality of sales and after-sales services of Sales Department.

1.4. Method of Investigation

The survey questionnaire is rolled out via email on 22 December 2009, while 24 May 2010 marked the closing of Survey. A total of 493 names comprised of key customers and some random others were submitted by HODs or account representatives for the survey.

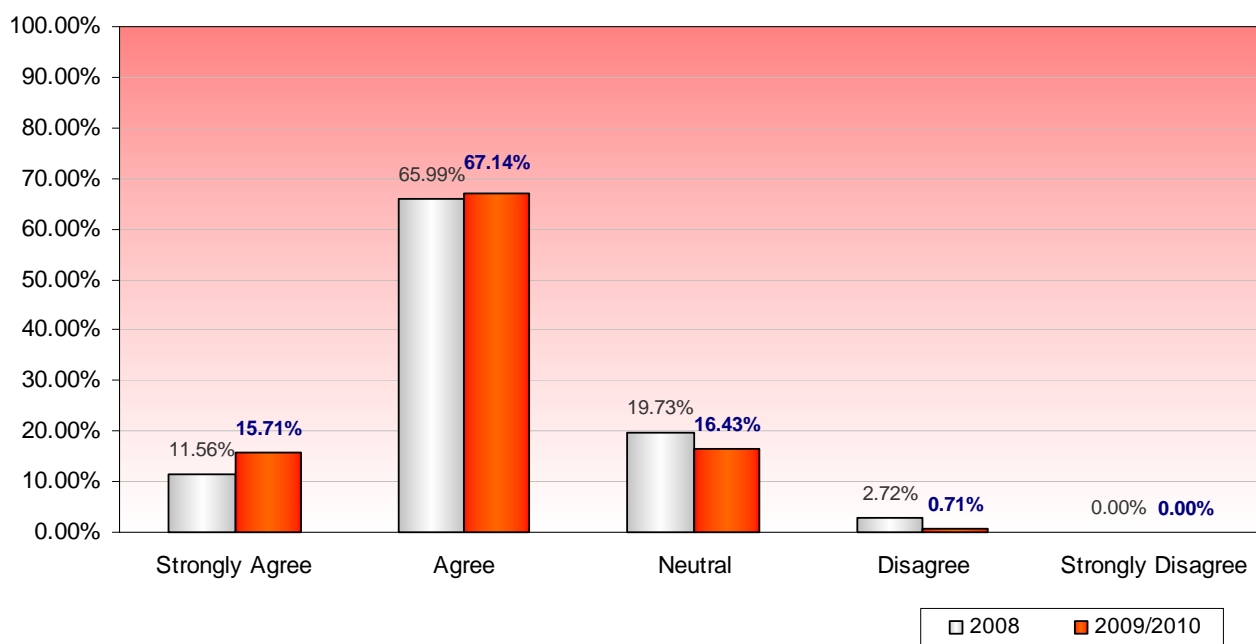
Out of which, 140 (28.40%) responded. In 2008, 147 (19.73%) out of 745 responded.



2.0 FINDINGS

2.1 Schenker Singapore's Overall Performance in 2009/2010

Schenker Singapore as a Total Service Provider	Number of respondents choosing the option		Total number of respondents		Percentage of Responses	
	2008	2009/2010	2008	2009/2010	2008	2009/2010
Strongly Agree	17	22	147	140	11.56%	15.71%
Agree	97	94	147	140	65.99%	67.14%
Neutral	29	23	147	140	19.73%	16.43%
Disagree	4	1	147	140	2.72%	0.71%
Strongly Disagree	0	0	147	140	0.00%	0.00%



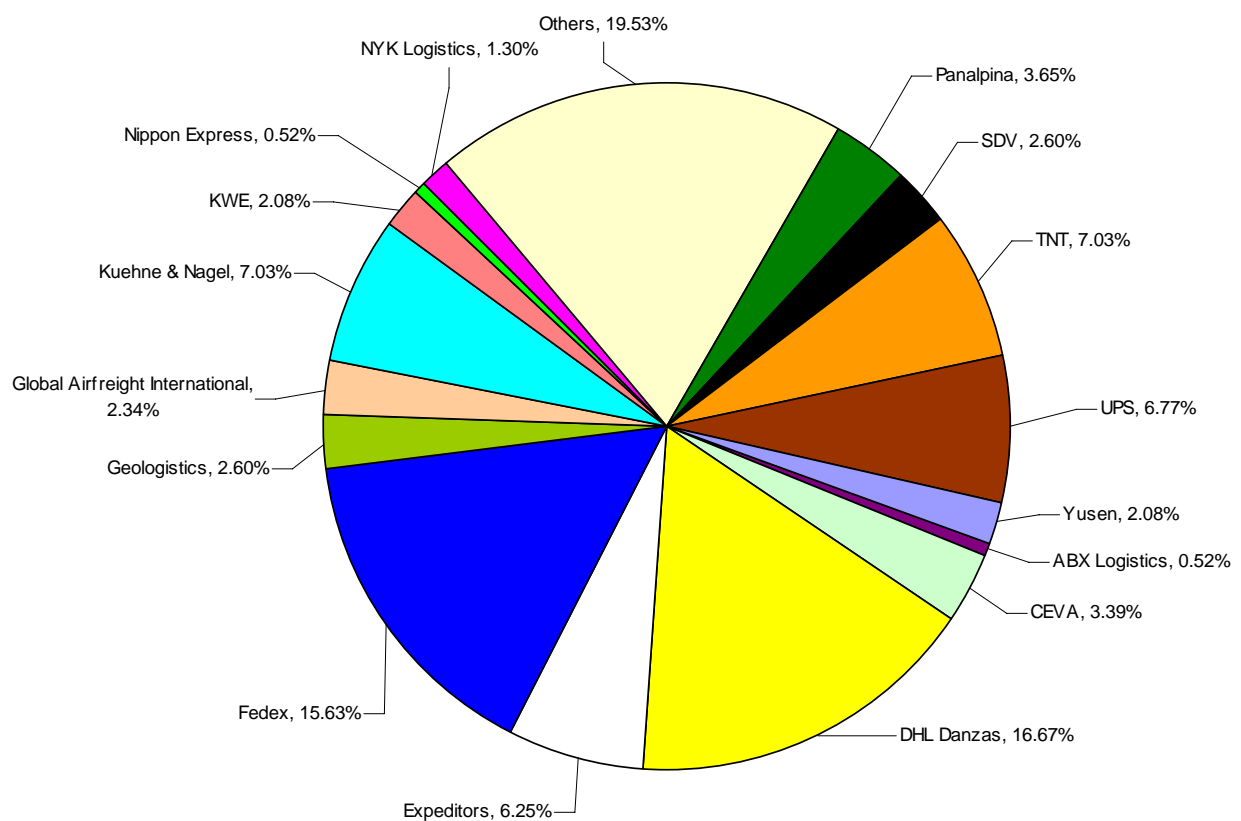
82.85% of the total respondents agreed that Schenker Singapore has served them well as a Total Service Provider; while 0.71% of them disagreed and 16.43% remains neutral.

Improvements are observed.

In 2008, results were 77.55%, 2.72% and 19.73% respectively.

Overall, there is an increase in satisfaction as they rated Schenker Singapore's overall service level as **3.98 points**, where 5 points is the maximum. In 2008, it was 3.86 points.

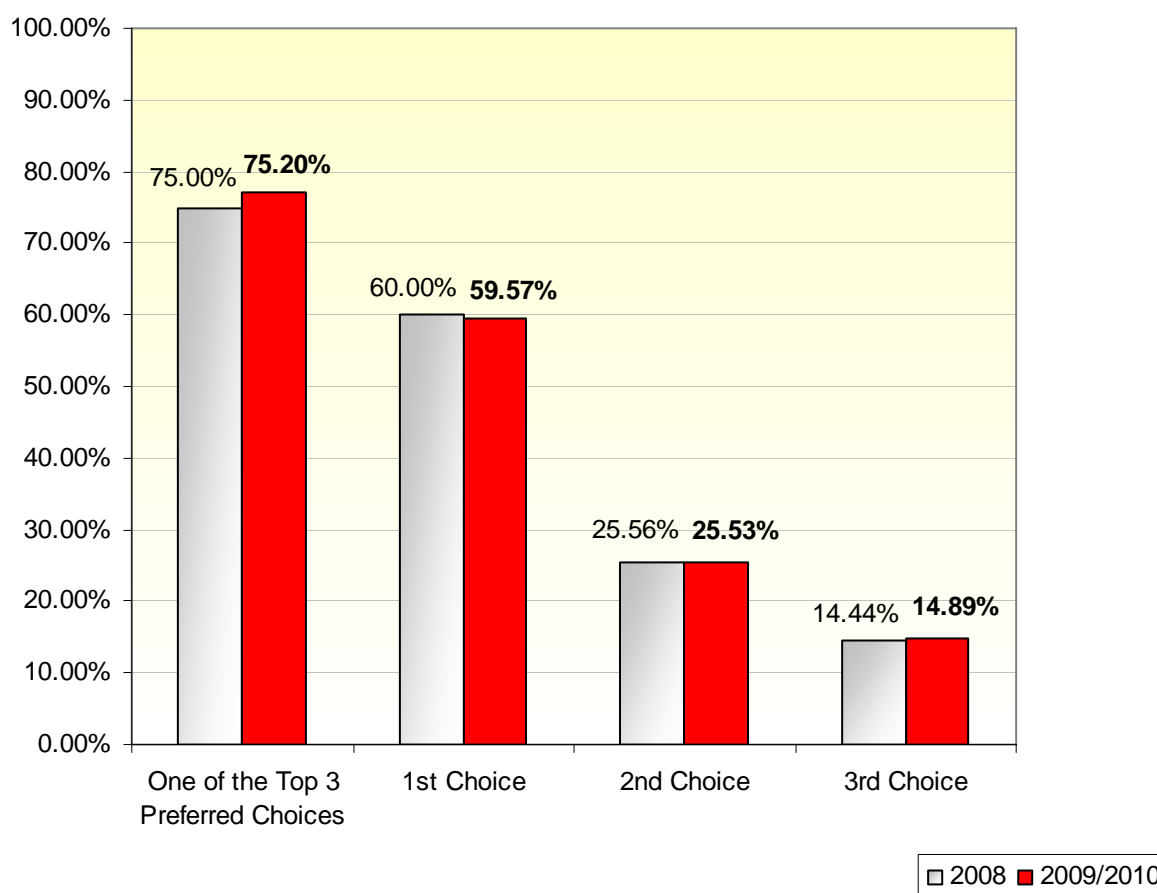
Other frequently used 3PLs (excluding DB Schenker)	Number of respondents choosing the option	Total number of respondents who answered this section	Percentage of Responses
ABX Logistics	2	384	0.52%
CEVA	13	384	3.39%
DHL Danzas	64	384	16.67%
Expeditors	24	384	6.25%
FedEx	61	384	15.63%
Geologistics	11	384	2.60%
Global Airfreight International	9	384	2.34%
Kuehne & Nagel	27	384	7.03%
KWE	8	384	2.08%
Nippon Express	2	384	0.52%
NYK Logistics	5	384	1.30%
Others	75	384	19.53%
Panalpina	14	384	3.65%
SDV	10	384	2.60%
TNT	27	384	7.03%
UPS	26	384	6.77%
Yusen	9	384	2.08%



DHL Danzas, FedEx, Kuehne & Nagel and TNT [the latter two sharing the same spot] are ranked as the Top 4 'Other frequently used 3PLs'. In 2008, it was DHL Danzas, FedEx and TNT.

2.2 Schenker Singapore Airfreight's Performance in 2009/2010

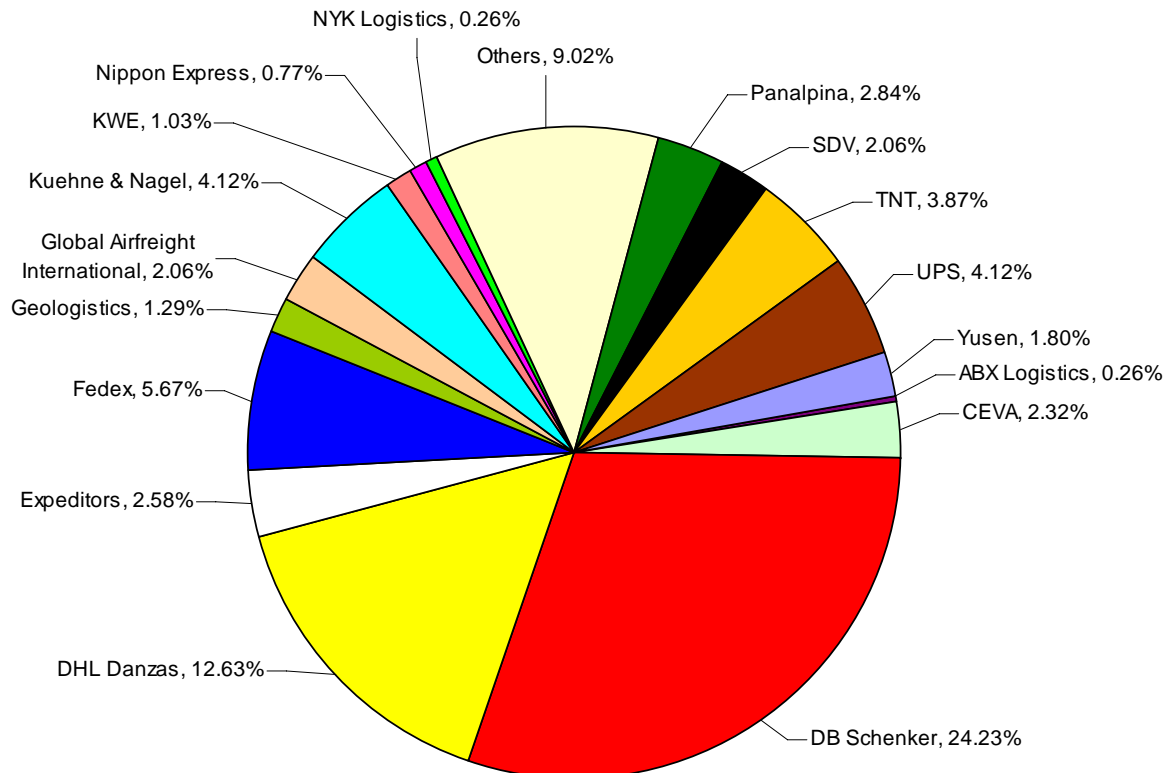
How Schenker Singapore <u>AIRFREIGHT</u> services fare in comparison with Competitors (1)	Number of respondents choosing the option		Total number of respondents who answered this section		Percentage of Responses	
	2008	2009/2010	2008	2009/2010	2008	2009/2010
Schenker Singapore as one of the Top 3 preferred service providers	90	94	120	122	75.00%	77.05%
Schenker Singapore as 1 st choice	54	56	90	94	60.00%	59.57%
Schenker Singapore as 2 nd choice	23	24	90	94	25.56%	25.53%
Schenker Singapore as 3 rd choice	13	14	90	94	14.44%	14.89%



77.05% of the total respondents who answered Airfreight Section voted Schenker Singapore as one of their Top 3 preferred service providers.

Out of which, 59.57%, 25.23% and 14.89% voted Schenker Singapore as 1st choice, 2nd choice and 3rd choice respectively.

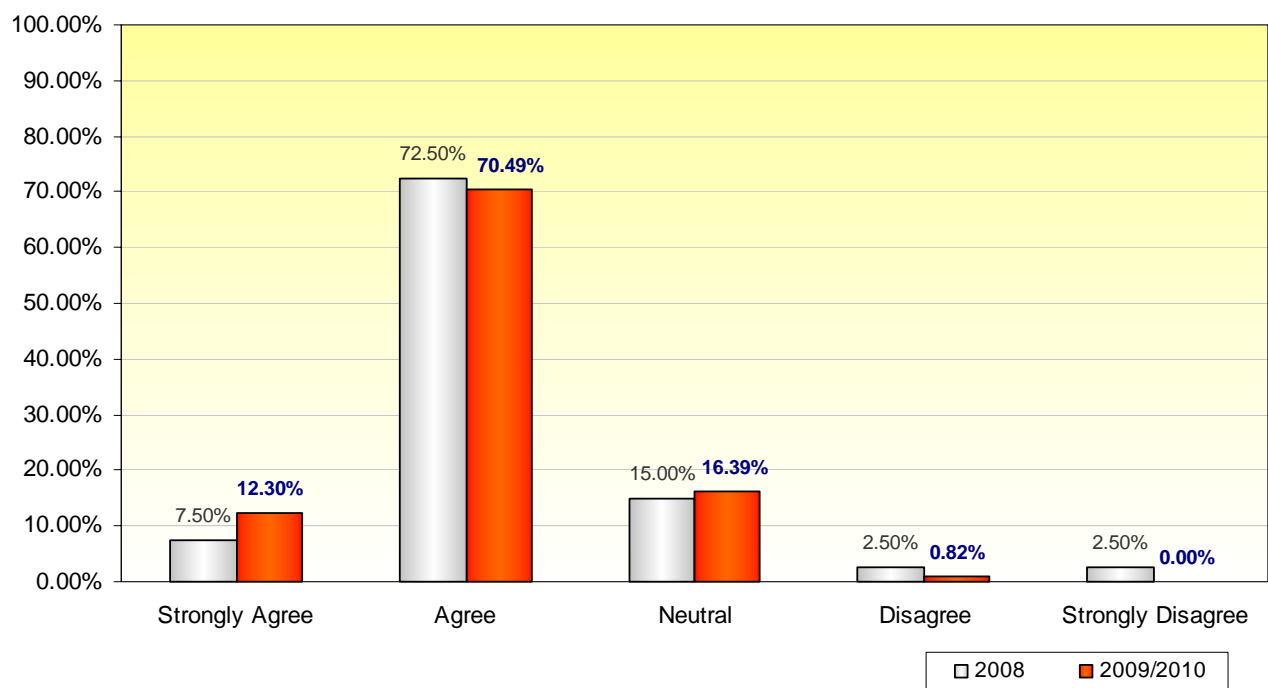
How Schenker Singapore <u>AIRFREIGHT</u> services fare in comparison with Competitors (2)	Number of respondents choosing the option	Total number of respondents who answered this section	Percentage of Responses
ABX Logistics	1	314	0.26%
CEVA	9	314	2.32%
DB Schenker	94	314	24.23%
DHL Danzas	51	314	12.63%
Expeditors	10	314	2.58%
FedEx	23	314	5.67%
Geologistics	5	314	1.29%
Global Airfreight International	8	314	2.06%
Kuehne & Nagel	17	314	4.12%
KWE	4	314	1.03%
Nippon Express	3	314	0.77%
NYK Logistics	1	314	0.26%
Others	39	314	9.02%
Panalpina	11	314	2.84%
SDV	8	314	2.06%
TNT	15	314	3.87%
UPS	16	314	4.12%
Yusen	8	314	1.80%



DHL Danzas, FedEx and Kuehne & Nagel are cited as the Top 3 competitors in Airfreight services. In 2008, it was DHL Danzas, FedEx and UPS.

On the whole, Schenker Singapore provides satisfactory Airfreight services.

Point System	Options	Number of respondents choosing the option		Total number of respondents who answered this section		Percentage of Responses	
		2008	2009/2010	2008	2009/2010	2008	2009/2010
5	Strongly Agree	9	15	120	122	7.50%	12.30%
4	Agree	87	86	120	122	72.50%	70.49%
3	Neutral	18	20	120	122	15.00%	16.39%
2	Disagree	3	1	120	122	2.50%	0.82%
1	Strongly Disagree	3	0	120	122	2.50%	0.00%



The above table shows the exact satisfaction ratings given by the respondents whom answered Section 3 - DB SCHENKERSky (Airfreight Department).

82.79% of the total respondents who answered this section agreed that Schenker Singapore's Airfreight services are satisfactory; while 0.82% of them disagreed and 16.39% remains neutral. In 2008, results were 80.00, 5.00% and 15.00% respectively

Overall, they rated Schenker Singapore Airfreight service level as **3.94 points**, where 5 points is the maximum. **Improvements are observed.** In 2008, it was 3.80 points.

Attributes with Above Average Ratings – Airfreight (3.62 points & above):		Score	2009/2010 vs. 2008 status
2009/2010	DB Schenker staff's Friendliness	4.11	↑
	Booking information are Accurate	3.91	↑
	Prompt and punctual in Cargo Pickups	3.88	↑
	DB Schenker staff's Responsiveness	3.84	↑
	Accuracy in Documentation (Airway Bill or Delivery Order)	3.84	↑
	Good handling of Export Cargo	3.83	↑
	Booking Information are Duly Updated	3.82	↑
	Prompt and punctual in Deliveries	3.81	↑
	Ease of contacting DB Schenker staff	3.80	↑
	Good handling of Import Cargo	3.79	↑
	DB Schenker staff's Effectiveness in Problem Solving	3.65	↑
	Prompt and punctual in Pre-alerts (Import – Notice of Arrival)	3.62	↓
2008	DB Schenker staff's Friendliness	3.93	-
	Prompt and punctual in Cargo Pickups	3.83	-
	Good handling of Export Cargo	3.79	-
	Booking Information are Accurate	3.77	-
	Good handling of Import Cargo	3.75	-
	Prompt and punctual in Deliveries	3.74	-
	Ease of contacting DB Schenker staff	3.71	-
	DB Schenker staff's Responsiveness	3.66	-
	Prompt and punctual in Pre-alerts (Import – Notice of Arrival)	3.65	-
	Accuracy in Documentation (Airway Bill or Delivery Order)	3.64	-

Attributes with Average Ratings – Airfreight (3.61 to 3.50 points):		Score	2009/2010 vs. 2008 status
2009/2010	Accuracy in Tax Invoices	3.51	↑
2008	Booking information are Accurate	3.59	-
	DB Schenker staff's Effectiveness in Problem Solving	3.53	-

Attributes with Below Average Ratings – Airfreight (3.49 points & below):		Score	2009/2010 vs. 2008 status
2009/2010	NIL	-	-
2008	Accuracy in Tax Invoices	3.39	-

The Top 3 Attributes viewed by respondents to be of Higher Importance: (in which the department may or may not have performed well):		Rank
2009/2010	Prompt and punctual in Deliveries	1
	Prompt and punctual in Pre-alerts (Import – Notice of Arrival)	2
	Prompt and punctual in Cargo Pickups	3
2008	Prompt and punctual in Deliveries	1
	DB Schenker staff's Effectiveness in Problem Solving	2
	Prompt and punctual in Pre-alerts (Import – Notice of Arrival)	3

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Airfreight Department:

Customer	Company	Remarks (1)	Remarks (2)
Mr. Francis Lee	MICRON SEMICONDUCTOR ASIA P/L	System connectivity.	N.A.
Mr. Terry Tan	AIR PARTS CENTRE PTE LTD	lower cost	faster delivery
Ms. Cha Hui Lee	Sinwah Industries Berhad	Accuracy of the quotation quoted prior to shipment placed.	Need improvement on Customer Service.
Ms. Evelyn Dong	Pioneer Electronics Asiacentre Pte Ltd	Receiving of Tax invoices	Cheaper freight rate
Tan Jock Tiew	Yamaha Music (Asia) Pte Ltd	Staff responds to customer request for services must be fast (should be within a day)	
Ms Amy Ang	REC Cells Pte Ltd	More competitive rates	
Mr. Shaun	TRICOM RESOURCE	Staff should learn to pick-up their telephones and contact customers, for various issues. Do not over rely on Only Email. To get confirmation is good via email, but a friendly call to remind or advise customers will be greatly appreciated.	
Suhadar Yusoff	OFFSHORE SEALS & ENGINEERING	Although emailing has been a tool in everyday working, a telephone call from Schenker is appreciated when there is issue and/or incident to be resolved.	N/A
Ms. Jefflyn	HAWERA PRECISION TEC PTE LTD	keep us inform the import delivery status if there's any delay (which later than Monday morning).	contactable of your staffs
Ms. Pei Ching	TAT HONG MACHINERY PTE LTD	To deliver the correct information to customer.	
Ms Pauline	SOLE-VISION TECHNOLOGIES PTE LTD	easy contact with the staff	processing Tax Invoices need to improve
Chee Cheow Eng	SINGAPORE AIRLINES	proper invoicing	complete documents
Ms. Huiting	HERAEUS MATERIALS SINGAPORE PTE LTD (SALES DIVISION)	To receive notice of prealert on time	Punctuality of delivery
Ms. Irene Goh	TERAOKA WEIGH-SYSTEM PTE LTD	Tax invoice. As we always received the air freight tax invoice is higher than the Sales team which quoted to our company. And this is not the first time , average one year we can received few wrong tax invoice from your company .	
Mr. Johnny Chua	SCHERING PLOUGH (SINGAPORE)	tax invoice accuracy	security of air space
Ms. Florence Lee	SHECEY (SINGAPORE) PTE LTD	Good response time in quotation when appointed staff is on leave.	Prompt & Punctual Pre-alerts
Lee Yean Onn	ZF SOUTH EAST ASIA PTE LTD	All information of shipment should be updated to us ASAP when there are any changes.	
Mr. Andrew Chng	GAMBRO SINGAPORE PTE LTD	So far I am satisfied. We have minimal air import or export to make a comment. We have more import than export and so far we are pleased.	
Ms. Haze Aw	Hunter Douglas Singapore Pte Ltd	Prompt to pre-alert to us the delivery status & flight details	
Jenny	HAUPPAUGE DIGITAL INC (GST ONLY)	Be more accurate on Invoices	Speed up the process when there are torn cargoes
Ms. Jalene Yeo	GEORGE FISCHER PTE LTD	Prompt and punctual in Deliveries for import shipment	Prompt and punctual in Pre Alerts

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Airfreight Department(cont'd):

Customer	Company	Remarks (1)	Remarks (2)
Alphonsus Toh	NEOSYS DOCUMAIL (S) PTE LTD	I have been very satisfied, so far, with the services provided by DB Schenker.	delivery staff needs to improve on their flexibility and services levels
Mr. Leslie Tan	CHH CONSTRUCTION SYSTEMS PTE LTD	In terms of flexibility in operations side	
Eng Siow Wai	MSP SINGAPORE COMPANY, LLC	Customers access to online tracking system	
Mr Eric Tan	Annesing Pte Ltd	prompt & punctual in deliveries	staff contactable (cargo side)
Eunice Tan	Adampak Limited	acknowledge receipt of email on booking of shipments	db schenker staffs are always contactable
Josephine Phua	BAE Systems	would appreciate your accts dept to send statement promptly before 5th of every month	more prompt in providing export permit & awbs.
Kevin Mark Theseira	BOSCH SECURITY SYSTEMS PTE LTD	Effective in problem solving	effective in problem solving
Mr. Michael Teo	Honeywell (GUL)	difficulty in reaching CS staff when calling to book shipments	late in mailing of hard copies of awb & permits for shipment made
Johnson Lai	Honeywell (Joo Koon)	delivery of expedited shipment	Na
Nyo Lian Lee	Honeywell (SN75)	accuracy in exporting cargoes to destination	any delays, should alert shipper
Mr. Raymond Wi	SIA ENGINEERING CO	Improvement on rates.	Faster response to pick-up shipment and notification when freight cannot be loaded.
Mr. Louis Loh	PCI Ltd	improving in lead time for import clearance and delivery - sea and air	
Florence Chiam	Discus Pte Ltd	accurate tax inv	credit controller takes some time for approval. *Reason - which they took almost 2 months to issue CN2139 done by Lee Siew Lee (Asst Credit Controller) only when Siew Lee take action.
Sharon / Eunice	BATTERY POWER INTERNATIONAL PRIVATE LIMITED	accurate invoice	staff are contactable
Ms. Jaslyn Hee	Novartis Asia Pacific Pharmaceutical	more proactive in anticipating customers needs and provide solutions (eg. recent volcano eruption)	No solution given to customers request for a better temperature control shipment
Mr. Kumar	LIBRACO SERVICES (S) PTE LTD	Must be able to clear in coming cargo immediately and not delay.	Billing to be done immediately and clients to be kept posted and CN & DN to be settled on the spot
MR OKAMURA	CASIO SINGAPORE	Accept Payment by bank transfer without issuing Bank check.	
Fiona	CONAIR PACIFIC EQUIPMENT PTE LTD	No pre-alerts of import cargo, no documentation, no flight details.	staff are friendly, but please don't push the job from one person to another.
Ms Joey Loo	DJ Auto Asia Pte Ltd	easily contactable. it is difficult to reach them at their direct line. i have to call the main line to request receptionist to locate them.	Na
Ms. Cindy Ong	APPLE COMPUTER LIMITED	Ex SIN to India Lanes to be further reviewed. Constant challenges observed in this lane	
Mr. Edmund Lam	INFINEON TECHNOLOGIES ASIA PACIFIC PTE LTD	Shipment Quality, reporting	
Ms. Alice Lee	URMET ASIA PACIFIC PTE LTD	To ensure goods are book	billing - accurate & timely

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Airfreight Department(cont'd):

Customer	Company	Remarks (1)	Remarks (2)
Mr Jeremy Koh	STMicroelectronics	Pro-active in resolving issues	higher percentage of documentation accuracy
Ching Chin Teck	PFIZER PTE LTD	invoice accuracy	price competitiveness
Ms. Annie Loke	ROBERT BOSCH (SEA) PTE LTD	We would like to have the Tax Invoices immediately after shipment delivered to our warehouse. Current situation, the Invoice only received one mth later especially for Sea Freight which affected our costing.	
Samantha Lim	BOSTON SCIENTIFIC ASIA PACIFIC	Provide more competitive export rate	
Christopher Susie	APPLIED MATERIALS SOUTH EAST ASIA PTE LTD c/o Metron	From the US support team..... The support in the US is 5% at good at S'pore being 100% satisfactory.	
Y.Shimizuguchi	Singapore Epson Industrial Pte Ltd	Speed to resolve problems	
Ms Huiying	PAN SUN HARDWARE PTE LTD	Freight costing can be lower.	problem solving
Muzdalifah binti Tajudin	Avago Technologies (Malaysia) Sdn Bhd	More pro activeness in problem solution	
Chan Kok Seng	MICRON SEMICONDUCTOR ASIA P/L	Fast response in getting quotes. Currently many of the quotes will require destination Schenker office to provide the rate and as a result, some delay (due to time zone diff etc).	Space. There are some recent issues with space. Understand that recently SFO, Shanghai etc are tight in cargo space but it is something that a customer will be concern.
Eleanor Neo	EPCOS PTE LTD	Effective communication and problem solving	Documentation Accuracy

Detailed Breakdown of Airfreight Department ratings:*5 = Strongly Agree**4 = Agree**3 = Neutral**2 = Disagree**1 = Strongly Disagree*

Customer	Company	Overall Rating	Average Rating	Preferred Airfreight Service Provider		
		(Qn 1 of Section 2)	(Qns 2 to 6 of Section 2)	1st choice	2nd choice	3rd choice
APPLIED MATERIALS SOUTH EAST ASIA PTE LTD C/O METRON	CHRISTOPHER SUSIE	5	5	DB SCHENKER	UPS	FEDEX
BD MEDICAL - CRITICAL CARE	ONG PANG KOOW	5	5	DB SCHENKER	DHL DANZAS	UPS
J & P BUILDING SYSTEMS PTE LTD	MR. JOHN ZHANG	5	5	DB SCHENKER	FEDEX	OTHERS
NATSTEEL HOLDINGS PTE LTD	MR. ANDY SOH	5	4.9	DB SCHENKER	TNT	GEOLOGISTICS
WIELAND METALS SINGAPORE (PTE) LTD	HERBERT SCHEFFCZYK	5	4.9	OTHERS	DB SCHENKER	OTHERS
ATLAS SOUND & VISION PTE LTD	MR SHERWIN TIEN SIREGAR	5	4.8	DB SCHENKER	FEDEX	DHL DANZAS
LEGRAND (S) PTE LTD	MS. NANCY HO	5	4.8	DB SCHENKER	PANALPINA	OTHERS
DJ AUTO ASIA PTE LTD	MS JOEY LOO	5	4.7	DB SCHENKER	KUENE & NAGEL	OTHERS
MICRON SEMICONDUCTOR ASIA P/L	CHAN KOK SENG	4	4.5	FEDEX	DB SCHENKER	UPS
MICRON SEMICONDUCTOR ASIA P/L	MR. HL NAM	5	4.5	FEDEX	DB SCHENKER	UPS
TOSCA NOVA PTE LTD	MR. KIM SHANG	4	4.5	DB SCHENKER	DHL DANZAS	N.A
VISHAY INTERTECHNOLOGY ASIA PTE LTD	MS JULIE TAN	5	4.5	DB SCHENKER	DHL DANZAS	EXPEDITORS
CHH CONSTRUCTION SYSTEMS PTE LTD	MR. LESLIE TAN	5	4.4	DB SCHENKER	DHL DANZAS	UPS
INTERMEC TECHNOLOGIES (S) PTE LTD	MS. CECILIA WEE	4	4.4	DB SCHENKER	FEDEX	EXPEDITORS
MSP SINGAPORE COMPANY, LLC	ENG SIOW WAI	5	4.4	EXPEDITORS	DB SCHENKER	N.A
ADVENT ELECTRONICS PTE LTD	CHEN TECK CHYE	5	4.3	DB SCHENKER	FEDEX	DHL DANZAS
MICROCIRCUIT TECHNOLOGY (S) PTE LTD	MR. STEVEN TAN	4	4.3	GLOBAL AIRFREIGHT INTERNATIONAL	DB SCHENKER	EXPEDITORS
SLS BEARINGS (SINGAPORE) PRIVATE LIMITED	JANE	4	4.3	DHL DANZAS	FEDEX	DB SCHENKER
ADVANCE TECH PRECISION PTE LTD	MR TAN SIM HWA	4	4.2	FEDEX	DB SCHENKER	DHL DANZAS
ALFA LAVAL TUMBA AB	MS. SUSIE TAN	4	4.2	DB SCHENKER	DHL DANZAS	N.A
APPLE COMPUTER LIMITED	MS. CINDY ONG	4	4.2	DB SCHENKER	CEVA	DHL DANZAS

Detailed Breakdown of Airfreight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Airfreight Service Provider		
		(Qn 1 of Section 2)	(Qns 2 to 6 of Section 2)	1st choice	2nd choice	3rd choice
BD MEDICAL	MR. MOHD RAFE	5	4.2	N.A	N.A	N.A
ROBERT BOSCH SOUTH EAST ASIA	DAVID TAN	4	4.2	PANALPINA	DB SCHENKER	OTHERS
TIMKEN	EDMUND WEE	4	4.2	DHL DANZAS	FEDEX	DB SCHENKER
TIMKEN	GRACE THONG	4	4.2	DHL DANZAS	FEDEX	DB SCHENKER
AMERICAN DYNAMICS PTE LTD	MS. DORIS NG	4	4.1	DB SCHENKER	KUENE & NAGEL	N.A
APPLIED BIOSYSTEMS B.V.	GOH KAH PENG	4	4.1	DB SCHENKER	EXPEDITORS	NYK LOGISTICS
DISCUS PTE LTD	FLORENCE CHIAM	4	4.1	TNT	DB SCHENKER	OTHERS
ADAMPAK LIMITED	EUNICE TAN	4	4	FEDEX	OTHERS	DB SCHENKER
ADVANTECH CO. PTE LTD	MS. GUO LU	4	4	DHL DANZAS	GLOBAL AIRFREIGHT INTERNATIONAL	CEVA
AIR PARTS CENTRE PTE LTD	MR. TERRY TAN	4	4	DB SCHENKER	DHL DANZAS	OTHERS
BAE SYSTEMS	JOSEPHINE PHUA	4	4	DB SCHENKER	SDV	DHL DANZAS
BAYER (SOUTH EAST ASIA) PTE LTD	MS. WENDY TEO	4	4	DB SCHENKER	TNT	FEDEX
BILCARE SINGAPORE PTE LTD	CHARLESTON CHUA	4	4	DB SCHENKER	EXPEDITORS	OTHERS
BOSTON SCIENTIFIC ASIA PACIFIC	SAMANTHA LIM	4	4	DHL DANZAS	DB SCHENKER	FEDEX
D-M-E ENGINEERING PTE LTD	MS. LISA	4	4	KUENE & NAGEL	DB SCHENKER	GEOLOGISTICS
FILTEC PRIVATE LIMITED	VINCENT PHEE	4	4	DHL DANZAS	DB SCHENKER	TNT
FLEXTRONICS MANUFACTURING (SINGAPORE) PTE LTD	MS. TAN KARKEOW	4	4	DB SCHENKER	DHL DANZAS	CEVA
GAMBRO SINGAPORE PTE LTD	MR. ANDREW CHNG	4	4	DB SCHENKER	CEVA	DHL DANZAS
GE PACIFIC PTE LTD - MEDICAL SYSTEM	MR. JUSTIN LAU	4	4	YUSEN	DB SCHENKER	UPS
HELLA ASIA SINGAPORE PTE LTD	ESTHER YEO	4	4	KUENE & NAGEL	OTHERS	OTHERS
KINOKUNIYA BOOK STORES OF SINGAPORE	MS. MARZUIN	4	4	DB SCHENKER	KWE	SDV
MANN+HUMMEL FILTER TECHNOLOGY (S.E.A) PTE LTD	JOSEPHINE YEO	4	4	FEDEX	DHL DANZAS	DB SCHENKER

Detailed Breakdown of Airfreight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Airfreight Service Provider		
		(Qn 1 of Section 2)	(Qns 2 to 6 of Section 2)	1st choice	2nd choice	3rd choice
MTU ASIA PTE LTD	MR. TERENCE LIM	4	4	DB SCHENKER	OTHERS	N.A
NEOSYS DOCUMAIL (S) PTE LTD	ALPHONSUS TOH	4	4	DB SCHENKER	TNT	N.A
PAN SUN HARDWARE PTE LTD	MS HUIYING	4	4	DHL DANZAS	FEDEX	N.A
PCI LTD	MR. LOUIS LOH	4	4	DB SCHENKER	EXPEDITORS	FEDEX
PFIZER CENTRE SOURCE	MS. VANESSA KAM	4	4	DB SCHENKER	N.A	N.A
PFIZER PTE LTD	CHING CHIN TECK	4	4	DB SCHENKER	DHL DANZAS	N.A
REC CELLS PTE LTD	MS AMY ANG	4	4	DB SCHENKER	DHL DANZAS	FEDEX
SCHERING PLOUGH (SINGAPORE)	MR. JOHNNY CHUA	4	4	DB SCHENKER	DHL DANZAS	FEDEX
SHELL EASTERN PETROLEUM PTE LTD	MR. JASON TAN	3	4	OTHERS	OTHERS	OTHERS
TAT HONG MACHINERY PTE LTD	MS. PEI CHING	4	4	EXPEDITORS	KUENE & NAGEL	PANALPINA
AUDI SINGAPORE PTE LTD	CONNIE GEK	4	3.9	DB SCHENKER	KUENE & NAGEL	DHL DANZAS
CASIO SINGAPORE	MR OKAMURA	4	3.9	DB SCHENKER	YUSEN	NIPPON EXPRESS
DU PONT COMPANY (SINGAPORE) PTE LTD	MR. KHOO YI JIE	4	3.9	N.A	N.A	N.A
HEIDELBERG ASIA	KATHERINE LEE	4	3.9	DB SCHENKER	N.A	N.A
HONEYWELL (SN75)	NYO LIAN LEE	4	3.9	DHL DANZAS	UPS	DB SCHENKER
INFINEON TECHNOLOGIES ASIA PACIFIC PTE LTD	MR. EDMUND LAM	4	3.9	DB SCHENKER	DHL DANZAS	KWE
JEAN MULLER SOUTH-EAST-ASIA PTE LTD	MS. CARINA LIOW	4	3.9	OTHERS	DB SCHENKER	TNT
OFFSHORE SEALS & ENGINEERING	SUHADAR YUSOFF	4	3.9	FEDEX	DHL DANZAS	OTHERS
PNE ELECTRIC SDN BHD	MS. THERESA LIM	4	3.9	DB SCHENKER	PANALPINA	OTHERS
SIEMENS MEDICAL INSTRUMENTS PTE LTD	MR. HJ KOENIG	4	3.9	DB SCHENKER	FEDEX	YUSEN
AUDI SINGAPORE PTE LTD	CATHERINE SOO	4	3.8	DB SCHENKER	KUENE & NAGEL	FEDEX
AVAGO TECHNOLOGIES (MALAYSIA) SDN BHD	MUZDALIFAH BINTI TAJUDIN	4	3.8	DHL DANZAS	DB SCHENKER	FEDEX
BARCO PTE LTD	LOO CHEE KEAN	4	3.8	DB SCHENKER	SDV	N.A

Detailed Breakdown of Airfreight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Airfreight Service Provider		
		(Qn 1 of Section 2)	(Qns 2 to 6 of Section 2)	1st choice	2nd choice	3rd choice
BEYONICS TECHNOLOGY (SENAI) SGD BHD	ANG FEI LENG	4	3.8	FEDEX	DHL DANZAS	TNT
GAMBRO SINGAPORE PTE LTD	MR. DANNY CHONG	4	3.8	DHL DANZAS	DB SCHENKER	UPS
INFINEON TECHNOLOGIES ASIA PACIFIC PTE LTD	WONG HUI CHING	4	3.8	DHL DANZAS	KUENE & NAGEL	KWE
NOVARTIS ASIA PACIFIC PHARMACEUTICAL	MS. JASLYN HEE	4	3.8	DB SCHENKER	EXPEDITORS	DHL DANZAS
PIONEER ELECTRONICS ASIACENTRE PTE LTD	MS. EVELYN DONG	4	3.8	YUSEN	CEVA	N.A
ROBERT BOSCH (SEA) PTE LTD	MS. JULIE LOH	4	3.8	PANALPINA	DB SCHENKER	KUENE & NAGEL
SINGAPORE AIRLINES	CHEE CHEOW ENG	4	3.8	DB SCHENKER	CEVA	KUENE & NAGEL
STMICROELECTRONICS	MR JEREMY KOH	4	3.8	DB SCHENKER	TNT	PANALPINA
SWTS PTE LTD	WONG TOON LIAM	4	3.8	DB SCHENKER	DHL DANZAS	OTHERS
TERAOKA WEIGH-SYSTEM PTE LTD	MS. IRENE GOH	4	3.8	DB SCHENKER	NIPPON EXPRESS	OTHERS
TURBINE OVERHAUL SERVICES PTE LTD	LEONG KWOK CHOR	4	3.8	N.A	N.A	N.A
AEG POWER SOLUTIONS PTE LTD	LAURA LAW	4	3.7	DB SCHENKER	DHL DANZAS	SDV
APPLIED MATERIALS SOUTH EAST ASIA PTE LTD	MS. LIM AI LING	4	3.7	DHL DANZAS	FEDEX	PANALPINA
ASSA ABLOY SINGAPORE PTE LTD	MS. JENNIE TAN	4	3.7	N.A	N.A	N.A
CARGOTEC CHS - KALMAR BUSINESS AREA	MS LYNN LEOW	4	3.7	N.A	N.A	N.A
HONEYWELL (GUL)	MR. MICHAEL TEO	4	3.7	CEVA	GLOBAL AIRFREIGHT INTERNATIONAL	DB SCHENKER
INTACT PACIFIC INTERNATIONAL PTE LTD	MS. YVONNE	5	3.7	OTHERS	FEDEX	DB SCHENKER
LEGRAND (S) PTE LTD	MR. DAVIN HUANG	4	3.7	TNT	N.A	N.A
SINGAPORE EPSON INDUSTRIAL PTE LTD	WILLIAM CHAN	4	3.7	GEOLOGISTICS	DB SCHENKER	EXPEDITORS
KEMET FAR EAST PTE LTD	MS. CINDY ONG	3	3.6	DB SCHENKER	GLOBAL AIRFREIGHT INTERNATIONAL	FEDEX

Detailed Breakdown of Airfreight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Airfreight Service Provider		
		(Qn 1 of Section 2)	(Qns 2 to 6 of Section 2)	1st choice	2nd choice	3rd choice
LABVIF ASIA PTE LTD	MR. KELVIN FENG	4	3.6	DHL DANZAS	DB SCHENKER	UPS
PNE ELECTRIC SDN BHD	MR. EUGENE TAN	4	3.6	DHL DANZAS	DB SCHENKER	FEDEX
SIA ENGINEERING CO	MR. RAYMOND WI	4	3.6	DB SCHENKER	SDV	CEVA
ABB INDUSTRY PTE LTD	MR CHIA ENG JOO	3	3.5	KUENE & NAGEL	DB SCHENKER	DHL DANZAS
LIBRACO SERVICES (S) PTE LTD	MR. KUMAR	4	3.5	DB SCHENKER	GLOBAL AIRFREIGHT INTERNATIONAL	OTHERS
SANMINA SCI SINGAPORE PTE LTD (CHAI CHEE & DEPOT)	CHUA HING CHYE	4	3.5	CEVA	FEDEX	GEOLOGISTICS
SHECEY (SINGAPORE) PTE LTD	MS. FLORENCE LEE	3	3.5	N.A	N.A	N.A
SINGAPORE EPSON INDUSTRIAL PTE LTD	Y.SHIMIZUGUCHI	4	3.5	YUSEN	NIPPON EXPRESS	DB SCHENKER
BSH HOME APPLIANCES (SEA) PTE LTD	MR. MARTIN CHUA	4	3.4	KUENE & NAGEL	GEOLOGISTICS	SDV
HUNTER DOUGLAS SINGAPORE PTE LTD	MS. HAZE AW	3	3.4	GLOBAL AIRFREIGHT INTERNATIONAL	UPS	DB SCHENKER
ZF SOUTH EAST ASIA PTE LTD	LEE YEAN ONN	4	3.4	DB SCHENKER	ABX LOGISTICS	PANALPINA
ANNESING PTE LTD	MR ERIC TAN	4	3.3	DB SCHENKER	OTHERS	FEDEX
HAUPPAUGE DIGITAL INC (GST ONLY)	JENNY	4	3.3	OTHERS	UPS	FEDEX
ROBERT BOSCH (SEA) PTE LTD	MS. ANNIE LOKE	4	3.3	DHL DANZAS	PANALPINA	KUENE & NAGEL
TRICOM RESOURCE	MR. SHAUN	4	3.3	DB SCHENKER	TNT	OTHERS
BOSCH SECURITY SYSTEMS PTE LTD	KEVIN MARK THESEIRA	3	3.2	PANALPINA	KUENE & NAGEL	DHL DANZAS
CYMER SINGAPORE PTE LTD	MR JONAH LIM	3	3.2	KWE	FEDEX	DHL DANZAS
GEORGE FISCHER PTE LTD	MS. JALENE YEO	4	3.2	DB SCHENKER	OTHERS	OTHERS
TYCO FIRE SUPPRESSION & BUILDING PRODUCTS	MR DARREN KOH	3	3.2	FEDEX	DB SCHENKER	OTHERS
URMET ASIA PACIFIC PTE LTD	MS. ALICE LEE	3	3.2	DB SCHENKER	TNT	FEDEX
SOLE-VISION TECHNOLOGIES PTE LTD	MS PAULINE	4	3.1	DB SCHENKER	DHL DANZAS	TNT

Detailed Breakdown of Airfreight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

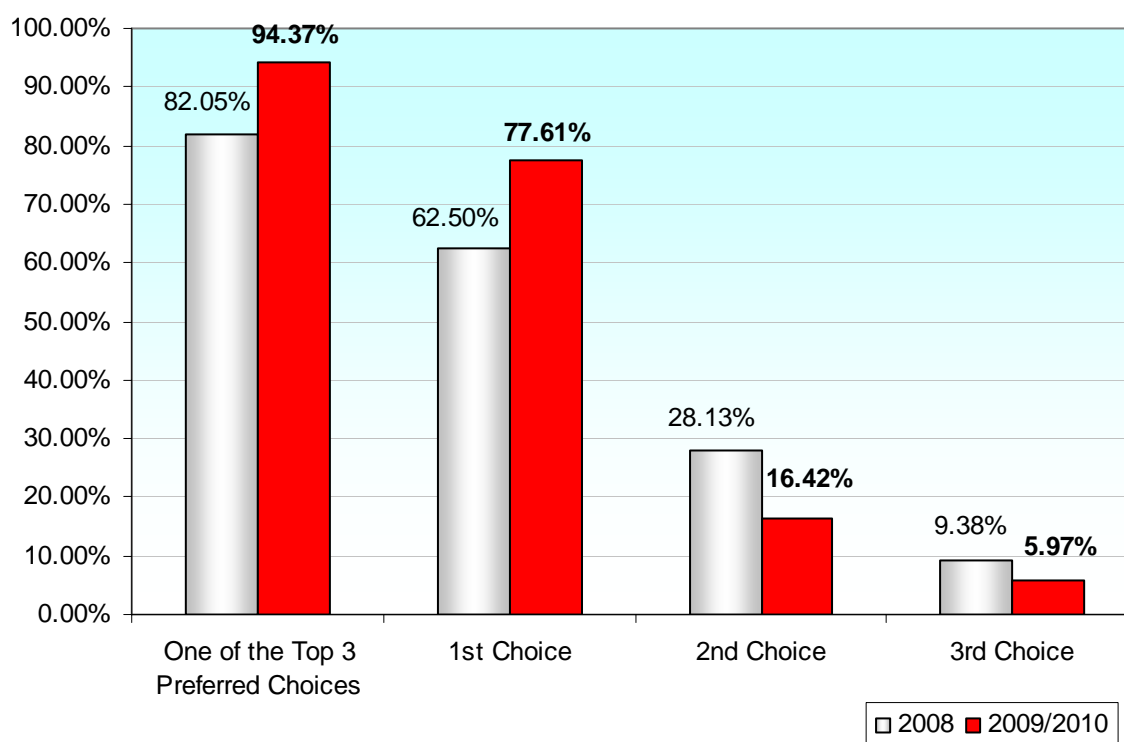
2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Airfreight Service Provider		
		(Qn 1 of Section 2)	(Qns 2 to 6 of Section 2)	1st choice	2nd choice	3rd choice
EPCOS PTE LTD	ELEANOR NEO	3	3	SDV	UPS	FEDEX
HERAEUS MATERIALS SINGAPORE PTE LTD (SALES DIVISION)	MS. HUITING	4	3	DB SCHENKER	KUENE & NAGEL	FEDEX
HILTI ASIA LTD	DESMOND TAN	3	3	TNT	DB SCHENKER	DHL DANZAS
HONEYWELL (JOO KOON)	JOHNSON LAI	4	3	UPS	DHL DANZAS	FEDEX
KBA KOENIG & BAUER (ASIA PACIFIC)	MS. SOOKY LEE	3	3	DHL DANZAS	UPS	FEDEX
SUMITOMO(SHI) CYCLO DRIVE ASIA PACIFIC PTE LTD	JOSEPHINE NG	4	3	FEDEX	OTHERS	DB SCHENKER
SYMRISE ASIA PACIFIC PTE LTD	MR. DENNIS KANG	3	3	KUENE & NAGEL	DHL DANZAS	OTHERS
TOMEN (SINGAPORE) ELECTRONICS PTE LTD	MS. PAULINE	3	3	FEDEX	YUSEN	DB SCHENKER
YAMAHA MUSIC (ASIA) PTE LTD	TAN JOCK TIEW	3	3	YUSEN	TNT	DB SCHENKER
HAWERA PRECISION TEC PTE LTD	MS. JEFFLYN	3	2.8	DHL DANZAS	DB SCHENKER	UPS
SINWAH INDUSTRIES BERHAD	MS. CHA HUI LEE	3	2.8	OTHERS	UPS	GLOBAL AIRFREIGHT INTERNATIONAL
WATSON'S PERSONAL CARE PTE LTD	MS. ZARAH	3	2.8	FEDEX	DB SCHENKER	OTHERS
BATTERY POWER INTERNATIONAL PRIVATE LIMITED	SHARON / EUNICE	3	2.7	FEDEX	OTHERS	OTHERS
CHAN INDUSTRIES PTE LTD	MS. STEPHANIE TAN	2	2.4	DB SCHENKER	FEDEX	PANALPINA
CONAIR PACIFIC EQUIPMENT PTE LTD	FIONA	3	2.4	FEDEX	SDV	DB SCHENKER

2.3 Schenker Singapore Ocean Freight's Performance in 2009/2010

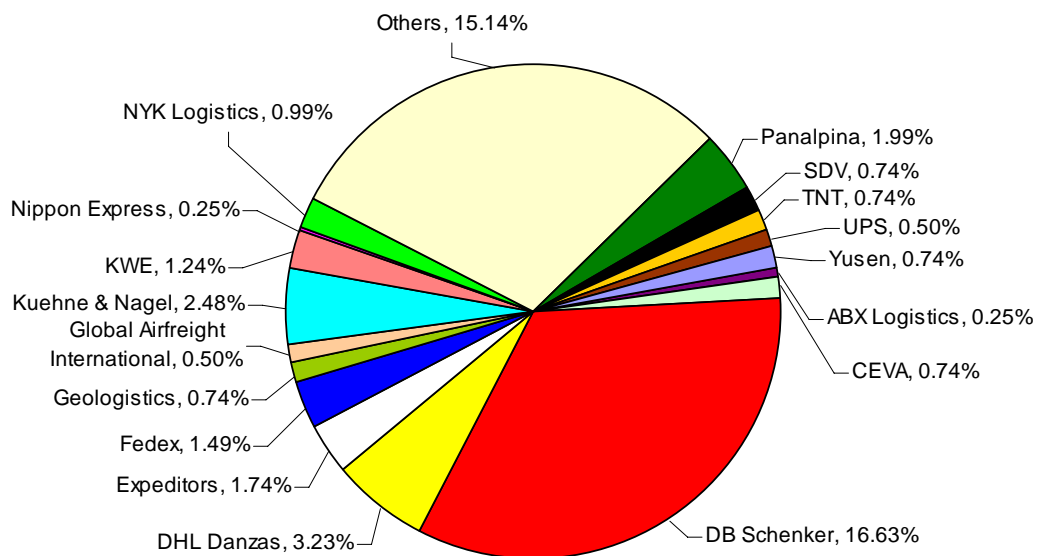
How Schenker Singapore <u>OCEAN FREIGHT</u> services fare in comparison with Competitors (1)	Number of respondents choosing the option		Total number of respondents who answered this section		Percentage of Responses	
	2008	2009/2010	2008	2009/2010	2008	2009/2010
Schenker Singapore as one of the Top 3 preferred service providers	64	67	78	71	82.05%	94.37%
Schenker Singapore as 1 st choice	40	52	64	67	62.50%	77.61%
Schenker Singapore as 2 nd choice	18	11	64	67	28.13%	16.42%
Schenker Singapore as 3 rd choice	6	4	64	67	9.38%	5.97%



94.37% of the total respondents who answered Ocean Freight Section voted Schenker Singapore as one of their Top 3 preferred service providers.

Out of which, 77.61%, 16.42% and 5.97% voted Schenker Singapore as 1st choice, 2nd choice and 3rd choice respectively.

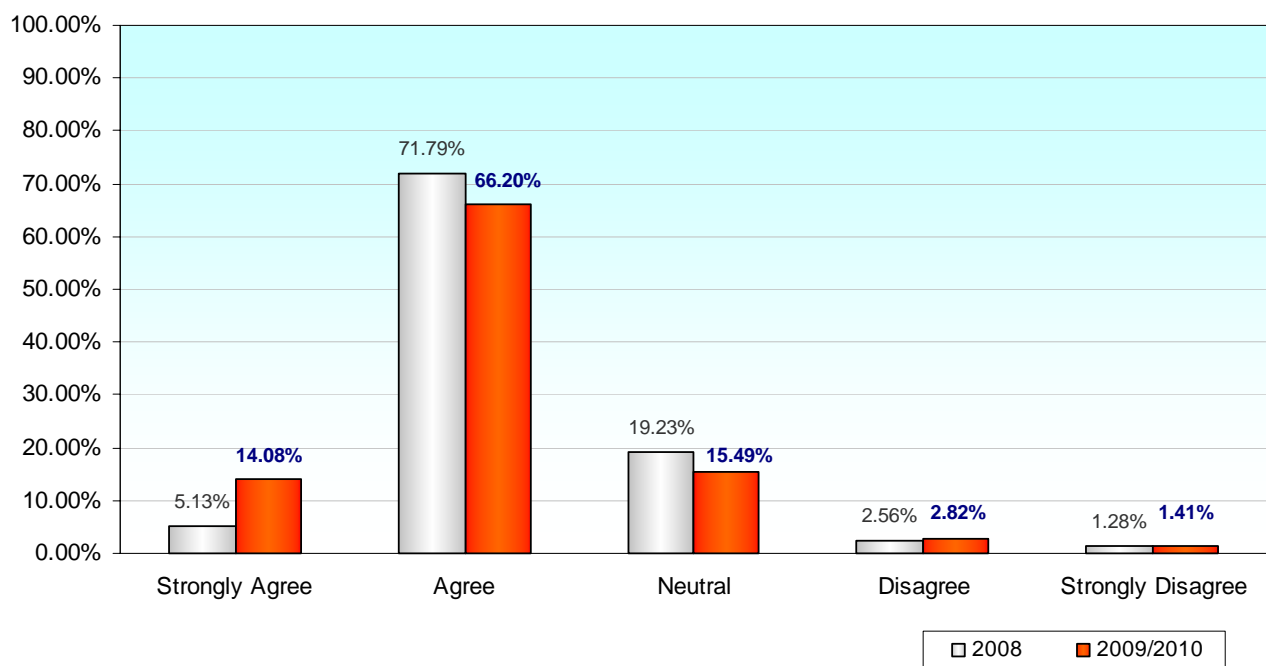
How Schenker Singapore <u>OCEAN FREIGHT</u> services fare in comparison with Competitors (2)	Number of respondents choosing the option	Total number of respondents who answered this section	Percentage of Responses
ABX Logistics	1	202	0.25%
CEVA	3	202	0.74%
DB Schenker	67	202	16.63%
DHL Danzas	14	202	3.23%
Expeditors	7	202	1.74%
FedEx	6	202	1.49%
Geologistics	3	202	0.74%
Global Airfreight International	2	202	0.50%
Kuehne & Nagel	11	202	2.48%
KWE	5	202	1.24%
Nippon Express	1	202	0.25%
NYK Logistics	4	202	0.99%
Others	62	202	15.14%
Panalpina	8	202	1.99%
SDV	3	202	0.74%
TNT	3	202	0.74%
UPS	2	202	0.50%
Yusen	3	202	0.74%



DHL Danzas, Kuehne & Nagel and Panalpina are cited as the Top 3 competitors in Ocean freight services. In 2008, it was DHL Danzas, Kuehne & Nagel and CEVA.

On the whole, Schenker Singapore provides satisfactory Ocean freight services.

Point System	Options	Number of respondents choosing the option		Total number of respondents who answered this section		Percentage of Responses	
		2008	2009/2010	2008	2009/2010	2008	2009/2010
5	Strongly Agree	4	10	78	71	5.13%	14.08%
4	Agree	56	47	78	71	71.79%	66.20%
3	Neutral	15	11	78	71	19.23%	15.49%
2	Disagree	2	2	78	71	2.56%	2.82%
1	Strongly Disagree	1	1	78	71	1.28%	1.41%



The above table shows the exact satisfaction ratings given by the respondents whom answered Section 4 - DB SCHENKER *ocean* (Ocean Freight Department).

80.28% of the total respondents of this section agreed that Schenker Singapore's Ocean Freight services are satisfactory; while 4.23% of them disagreed and 15.49% remains neutral.

In 2008, results were 76.92, 3.85% and 19.23% respectively.

Overall, they rated Schenker Singapore Ocean Freight service level as **3.89 points**, where 5 points is the maximum. **Improvements are observed.** In 2008, it was 3.77 points.

Attributes with Above Average Ratings - Ocean Freight (3.62 points & above):		Score	2009/2010 vs. 2008 status
2009/2010	DB Schenker staff's Friendliness	4.04	↑
	Booking information are Accurate	3.91	↑
	Prompt and punctual in Pre-alerts (Import - Notice of Arrival)	3.88	↑
	Ease of contacting DB Schenker staff	3.87	↑
	Good handling of Import Cargo	3.86	↑
	Prompt and punctual in Deliveries	3.86	↑
	Prompt and punctual in Cargo Pickups	3.85	↑
	Good handling of Export Cargo	3.85	↑
	Accuracy in Documentation (Airway Bill or Delivery Order)	3.84	↑
	DB Schenker staff's Responsiveness	3.82	↑
	Booking Information are Duly Updated	3.82	↑
	DB Schenker staff's Effectiveness in Problem Solving	3.77	↑
	Accuracy in Tax Invoices	3.69	↑
2008	DB Schenker staff's Friendliness	3.87	-
	Good handling of Import Cargo	3.78	-
	Accuracy in Documentation (Airway Bill or Delivery Order)	3.71	-
	Booking information are Accurate	3.71	-
	Prompt and punctual in Cargo Pickups	3.64	-
	Prompt and punctual in Pre-alerts (Import - Notice of Arrival)	3.64	-
	Good handling of Export Cargo	3.64	-
	Booking Information are Duly Updated	3.63	-
	Prompt and punctual in Deliveries	3.62	-
	DB Schenker staff's Responsiveness	3.62	-

Attributes with Average Ratings - Ocean Freight (between 3.50 to 3.61 points):		Score	2009/2010 vs. 2008 status
2009/2010	NIL	-	-
2008	Ease of contacting DB Schenker staff	3.51	-

Attributes with Below Average Ratings - Ocean Freight (3.49 points & below):		Score	2009/2010 vs. 2008 status
2009/2010	NIL	-	-
2008	DB Schenker staff's Effectiveness in Problem Solving	3.45	-
	Accuracy in Tax Invoices	3.44	-

The Top 3 Attributes viewed by respondents to be of Higher Importance: (in which the department may or may not have performed well):		Rank
2009/2010	Prompt and punctual in Deliveries	1
	Good handling of Import Cargo	2
	DB Schenker staff's Responsiveness	3
2008	Prompt and punctual in Deliveries	1
	Prompt and punctual in Pre-alerts (Import - Notice of Arrival)	2
	Good handling of Import Cargo	3

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Ocean Freight department:

Customer	Company	Remarks (1)	Remarks (2)
MR OKAMURA	CASIO SINGAPORE	Improve security system @ CFS	
Ms Joey Loo	DJ Auto Asia Pte Ltd	to update us whenever any vessel delay. sometimes we do not have any prior info until we ourselves check carriers website	To be easily contactable. sometimes its difficult to reach the customer service through the phone
Ching Chin Teck	PFIZER PTE LTD	documentation accuracy	invoice accuracy
Chan Kok Seng	MICRON SEMICONDUCTOR ASIA P/L	Not much complaint. So far there is only some small delay as a result of vessel sailing schedule.	
Ms. Zarah	WATSON'S PERSONAL CARE PTE LTD	Contactable - Can easily reach anyone in the relevant dept.	Responsive - When there's problem arise or further checking needed on cargo arrival and condition.
Mr. Terry Tan	AIR PARTS CENTRE PTE LTD	lower cost	faster delivery
Esther Yeo	HELLA ASIA SINGAPORE PTE LTD	Encounter poor service provided by project team for our export to Korea, feedback was provided twice to the sales person but so far did not see any improvement. Main reason is poor response from contact person.	
Mr. Darren Kong	Singapore Noble Electronics Pte Ltd	Delivery was not prompt enough, due to warehouse late unpack of container. Cargo handling was not good, sometimes upon receiving; we can see fork mark on our cargo. Hope SCHENKER can improve on these 2 areas.	
Mr. Andrew Chng	GAMBRO SINGAPORE PTE LTD	In comparison with other shipper, Gambro is not significant in our volume in SG. For the vols you have handled, I am pleased with the overall svc. we are primarily an importer more than an exporter in SG.	
Mr. Horace Lee	DSM Nutritional Product	better rates	na
Grace Thong	Timken	tax invoice comes with full supporting documents	
Mr. Louis Loh	PCI Ltd	To improve lead time in clearance and delivery	
Ms. Susie Tan	Alfa Laval Tumba AB	accurate awb & DO	prompt delivery
Florence Chiam	Discus Pte Ltd	credit controller dept	accounts dept
Kelly Heng	Carestream Health Singapore Pte Ltd	back-up not strong enough, if the person in-charge is on leave, back-up is not aware of issues	
Sharon / Eunice	BATTERY POWER INTERNATIONAL PRIVATE LIMITED	accurate invoice	staff are contactable
Connie Gek	Audi Singapore Pte Ltd	We need prompt problem solving abilities esp. when we encounter probs in destination country, such as broken seal shipments etc.	

Detailed Breakdown of Ocean Freight Department ratings:

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Ocean Freight Service Provider		
		(Qn 1 of Section 3)	(Qns 2 to 6 of Section 3)	1st choice	2nd choice	3rd choice
BD MEDICAL - CRITICAL CARE	ONG PANG KOOW	5	5	DB SCHENKER	DHL DANZAS	KWE
J & P BUILDING SYSTEMS PTE LTD	MR. JOHN ZHANG	5	5	DB SCHENKER	OTHERS	OTHERS
WIELAND METALS SINGAPORE (PTE) LTD	HERBERT SCHEFFCZYK	5	5	DB SCHENKER	OTHERS	OTHERS
ATLAS SOUND & VISION PTE LTD	MR SHERWIN TIEN SIREGAR	4	4.9	DB SCHENKER	OTHERS	OTHERS
NATSTEEL HOLDINGS PTE LTD	MR. ANDY SOH	5	4.9	DB SCHENKER	GEOLOGISTI CS	N.A
LEGRAND (S) PTE LTD	MS. NANCY HO	5	4.8	DB SCHENKER	SDV	OTHERS
MICRON SEMICONDUCTOR ASIA P/L	MR. FRANCIS LEE	5	4.7	DB SCHENKER	EXPEDITORS	NYK LOGISTICS
MICRON SEMICONDUCTOR ASIA P/L	CHAN KOK SENG	5	4.5	DB SCHENKER	UPS	PANALPINA
SINGAPORE NOBLE ELECTRONICS PTE LTD	MR. DARREN KONG	3	4.4	YUSEN	KWE	OTHERS
ADVENT ELECTRONICS PTE LTD	CHEN TECK CHYE	5	4.3	DB SCHENKER	EXPEDITORS	OTHERS
BD MEDICAL	MR. MOHD RAFAE	4	4.3	N.A	N.A	N.A
DJ AUTO ASIA PTE LTD	MS JOEY LOO	5	4.3	DB SCHENKER	OTHERS	KUENE & NAGEL
ROBERT BOSCH SOUTH EAST ASIA	DAVID TAN	4	4.2	PANALPINA	DB SCHENKER	OTHERS
TIMKEN	EDMUND WEE	4	4.2	DB SCHENKER	GLOBAL AIRFREIGHT INTL	YUSEN
TIMKEN	GRACE THONG	4	4.2	DB SCHENKER	GLOBAL AIRFREIGHT INTL	YUSEN
TOSCA NOVA PTE LTD	MR. KIM SHANG	5	4.2	DB SCHENKER	KUENE & NAGEL	N.A
AMERICAN DYNAMICS PTE LTD	MS. DORIS NG	4	4.1	DB SCHENKER	KUENE & NAGEL	OTHERS
APPLIED BIOSYSTEMS B.V.	GOH KAH PENG	4	4.1	DB SCHENKER	EXPEDITORS	KWE
KINOKUNIYA BOOK STORES OF SINGAPORE	MS. MARZUIN	4	4.1	KWE	DB SCHENKER	OTHERS
APPLE COMPUTER LIMITED	MS. CINDY ONG	3	4	DB SCHENKER	CEVA	DHL DANZAS
BILCARE SINGAPORE PTE LTD	CHARLESTON CHUA	4	4	DB SCHENKER	EXPEDITORS	OTHERS
D-M-E ENGINEERING PTE LTD	MS. LISA	4	4	GEOLOGISTICS	DB SCHENKER	OTHERS

Detailed Breakdown of Ocean Freight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Ocean Freight Service Provider		
		(Qn 1 of Section 3)	(Qns 2 to 6 of Section 3)	1st choice	2nd choice	3rd choice
GAMBRO SINGAPORE PTE LTD	MR. ANDREW CHNG	4	4	DB SCHENKER	KUENE & NAGEL	DHL DANZAS
GAMBRO SINGAPORE PTE LTD	MR. DANNY CHONG	4	4	DB SCHENKER	DHL DANZAS	CEVA
GEORGE FISCHER PTE LTD	MS. JALENE YEO	4	4	OTHERS	DB SCHENKER	N.A
LABVIF ASIA PTE LTD	MR. KELVIN FENG	4	4	DB SCHENKER	KWE	OTHERS
MANN+HUMMEL FILTER TECHNOLOGY (S.E.A) PTE LTD	JOSEPHINE YEO	4	4	OTHERS	DB SCHENKER	OTHERS
MTU ASIA PTE LTD	MR. TERENCE LIM	4	4	DB SCHENKER	OTHERS	N.A
NEOSYS DOCUMAIL (S) PTE LTD	ALPHONSUS TOH	4	4	DB SCHENKER	N.A	N.A
NOVOTEC EDM SUPPLIES PTE LTD	MARLENE HSIAO	4	4	DB SCHENKER	OTHERS	N.A
PAC-CHEM INTERNATIONAL PTE LTD	MS IVY TEO	4	4	DB SCHENKER	FEDEX	TNT
PCI LTD	MR. LOUIS LOH	4	4	DB SCHENKER	EXPEDITORS	OTHERS
PNE ELECTRIC SDN BHD	MS. THERESA LIM	4	4	DB SCHENKER	PANALPINA	OTHERS
SHELL EASTERN PETROLEUM PTE LTD	MR. JASON TAN	4	4	OTHERS	OTHERS	OTHERS
SWTS PTE LTD	WONG TOON LIAM	4	4	DB SCHENKER	OTHERS	OTHERS
TAT HONG MACHINERY PTE LTD	MS. PEI CHING	4	4	EXPEDITORS	KUENE & NAGEL	OTHERS
TERAOKA WEIGH-SYSTEM PTE LTD	MS. IRENE GOH	4	4	DB SCHENKER	OTHERS	OTHERS
FILTEC PRIVATE LIMITED	VINCENT PHEE	4	3.9	DHL DANZAS	DB SCHENKER	TNT
OFFSHORE SEALS & ENGINEERING	SUHADAR YUSOFF	4	3.9	DB SCHENKER	DHL DANZAS	FEDEX
SOLE-VISION TECHNOLOGIES PTE LTD	MS PAULINE	4	3.9	DB SCHENKER	DHL DANZAS	OTHERS
AEG POWER SOLUTIONS PTE LTD	LAURA LAW	4	3.8	DB SCHENKER	KUENE & NAGEL	SDV
AIR PARTS CENTRE PTE LTD	MR. TERRY TAN	4	3.8	DB SCHENKER	OTHERS	OTHERS
ALFA LAVAL TUMBA AB	MS. SUSIE TAN	4	3.8	DB SCHENKER	DHL DANZAS	N.A
AUDI SINGAPORE PTE LTD	CATHERINE SOO	4	3.8	DB SCHENKER	NYK LOGISTICS	PANALPINA
DISCUS PTE LTD	FLORENCE CHIAM	3	3.8	OTHERS	N.A	N.A

Detailed Breakdown of Ocean Freight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Ocean Freight Service Provider		
		(Qn 1 of Section 3)	(Qns 2 to 6 of Section 3)	1st choice	2nd choice	3rd choice
HILTI ASIA LIMITED	MR. BENSON HO	4	3.8	DB SCHENKER	OTHERS	OTHERS
HILTI ASIA LTD	DESMOND TAN	4	3.8	OTHERS	DB SCHENKER	N.A
PFIZER PTE LTD	CHING CHIN TECK	4	3.8	DB SCHENKER	DHL DANZAS	OTHERS
PNE ELECTRIC SDN BHD	MR. EUGENE TAN	3	3.8	N.A	PANALPINA	DB SCHENKER
ROBERT BOSCH (SEA) PTE LTD	MS. JULIE LOH	4	3.8	KUENE & NAGEL	PANALPINA	DB SCHENKER
ABB INDUSTRY PTE LTD	MR CHIA ENG JOO	4	3.7	KUENE & NAGEL	DB SCHENKER	DHL DANZAS
CARGOTEC CHS - KALMAR BUSINESS AREA	MS LYNN LEOW	4	3.7	N.A	N.A	N.A
CASIO SINGAPORE	MR OKAMURA	4	3.7	DB SCHENKER	NIPPON EXPRESS	OTHERS
INTACT PACIFIC INTERNATIONAL PTE LTD	MS. YVONNE	4	3.7	OTHERS	OTHERS	OTHERS
AUDI SINGAPORE PTE LTD	CONNIE GEK	4	3.6	NYK LOGISTICS	DB SCHENKER	OTHERS
URMET ASIA PACIFIC PTE LTD	MS. ALICE LEE	4	3.6	DB SCHENKER	TNT	FEDEX
ZF SOUTH EAST ASIA PTE LTD	LEE YEAN ONN	4	3.6	DB SCHENKER	ABX LOGISTICS	PANALPINA
HAUPPAUGE DIGITAL INC (GST ONLY)	JENNY	4	3.5	OTHERS	DB SCHENKER	N.A
TYCO FIRE SUPPRESSION & BUILDING PRODUCTS	MR DARREN KOH	4	3.5	CEVA	KUENE & NAGEL	DB SCHENKER
ROBERT BOSCH (SEA) PTE LTD	MS. ANNIE LOKE	4	3.4	PANALPINA	DHL DANZAS	DB SCHENKER
HELLA ASIA SINGAPORE PTE LTD	ESTHER YEO	3	3.3	KUENE & NAGEL	OTHERS	OTHERS
INTERMEC TECHNOLOGIES (S) PTE LTD	MS. CECILIA WEE	3	3.3	DB SCHENKER	EXPEDITORS	N.A
DU PONT COMPANY (SINGAPORE) PTE LTD	MR. KHOO YI JIE	3	3	N.A	N.A	N.A
KBA KOENIG & BAUER (ASIA PACIFIC)	MS. SOOKY LEE	3	3	DHL DANZAS	UPS	FEDEX
WATSON'S PERSONAL CARE PTE LTD	MS. ZARAH	4	2.9	DB SCHENKER	OTHERS	OTHERS
DSM NUTRITIONAL PRODUCT	MR. HORACE LEE	2	2.8	OTHERS	OTHERS	NYK LOGISTICS
BATTERY POWER INTERNATIONAL PRIVATE LIMITED	SHARON / EUNICE	3	2.7	FEDEX	OTHERS	OTHERS

Detailed Breakdown of Ocean Freight Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

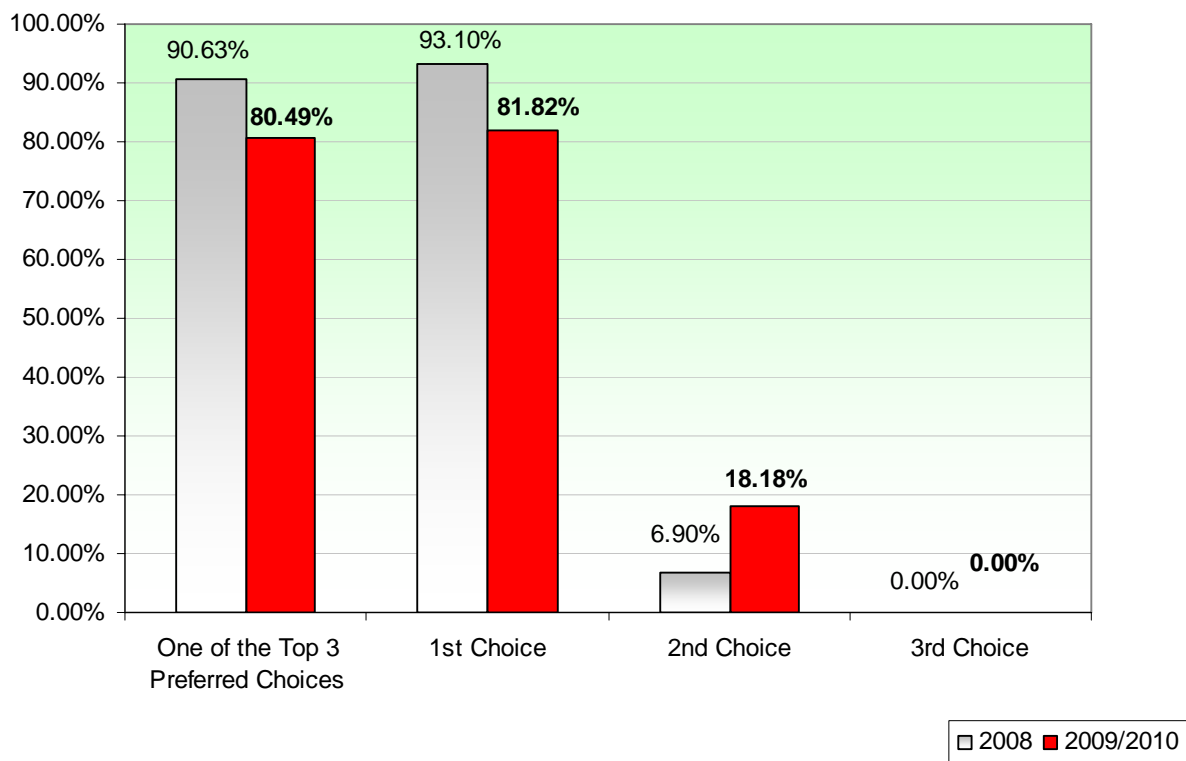
2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Ocean Freight Service Provider		
		(Qn 1 of Section 3)	(Qns 2 to 6 of Section 3)	1st choice	2nd choice	3rd choice
LEGRAND (S) PTE LTD	MR. DAVIN HUANG	3	2.7	GEOLOGISTIC S	DB SCHENKER	N.A
CARESTREAM HEALTH SINGAPORE PTE LTD	KELLY HENG	3	2.5	OTHERS	DHL DANZAS	OTHERS
HERAEUS MATERIALS SINGAPORE PTE LTD (SALES DIVISION)	MS. HUITING	2	2.5	N.A	N.A	N.A
DSM NUTRITIONAL PRODUCT	THAM TIEM FATT	1	1.9	OTHERS	OTHERS	OTHERS

2.4 Schenker Singapore Logistics' Performance in 2009/2010

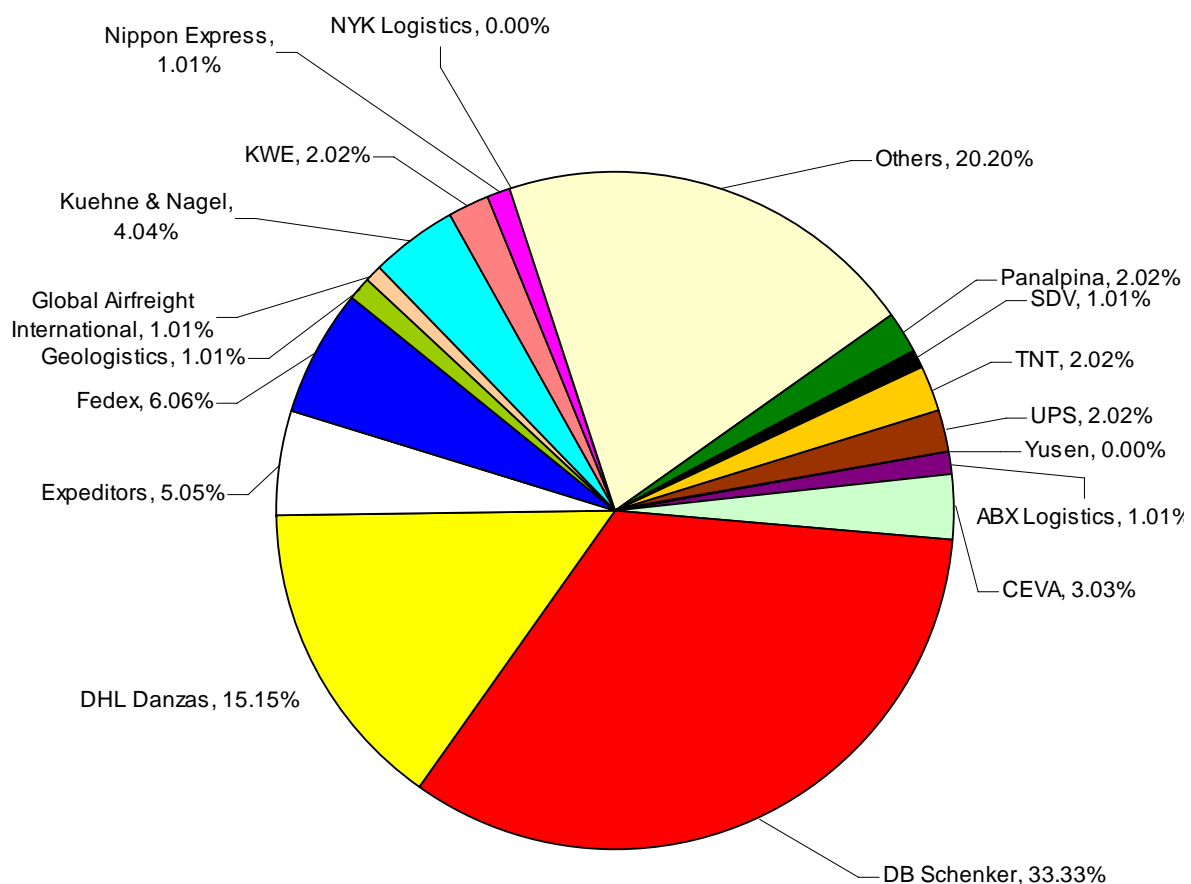
How Schenker Singapore <u>LOGISTICS</u> services fare in comparison with Competitors (1)	Number of respondents choosing the option	Total number of respondents who answered this section	Percentage of Responses
Schenker Singapore as one of the Top 3 preferred service providers	33	41	80.49%
Schenker Singapore as 1 st choice	27	33	81.82%
Schenker Singapore as 2 nd choice	6	33	18.18%
Schenker Singapore as 3 rd choice	0	33	0.00%



80.49% of the total respondents who answered Logistics Section voted Schenker Singapore as one of their Top 3 preferred service providers.

Out of which, 81.82% and 18.18% voted Schenker Singapore as 1st choice and 2nd choice respectively.

How Schenker Singapore LOGISTICS services fare in comparison with Competitors (2)	Number of respondents choosing the option	Total number of respondents who answered this section	Percentage of Responses
ABX Logistics	1	99	1.01%
CEVA	3	99	3.03%
DB Schenker	33	99	33.33%
DHL Danzas	15	99	15.15%
Expeditors	5	99	5.05%
FedEx	6	99	6.06%
Geologistics	1	99	1.01%
Global Airfreight International	1	99	1.01%
Kuehne & Nagel	4	99	4.04%
KWE	2	99	2.02%
Nippon Express	1	99	1.01%
NYK Logistics	0	99	0.00%
Others	20	99	20.20%
Panalpina	2	99	2.02%
SDV	1	99	1.01%
TNT	2	99	2.02%
UPS	2	99	2.02%
Yusen	0	99	0.00%

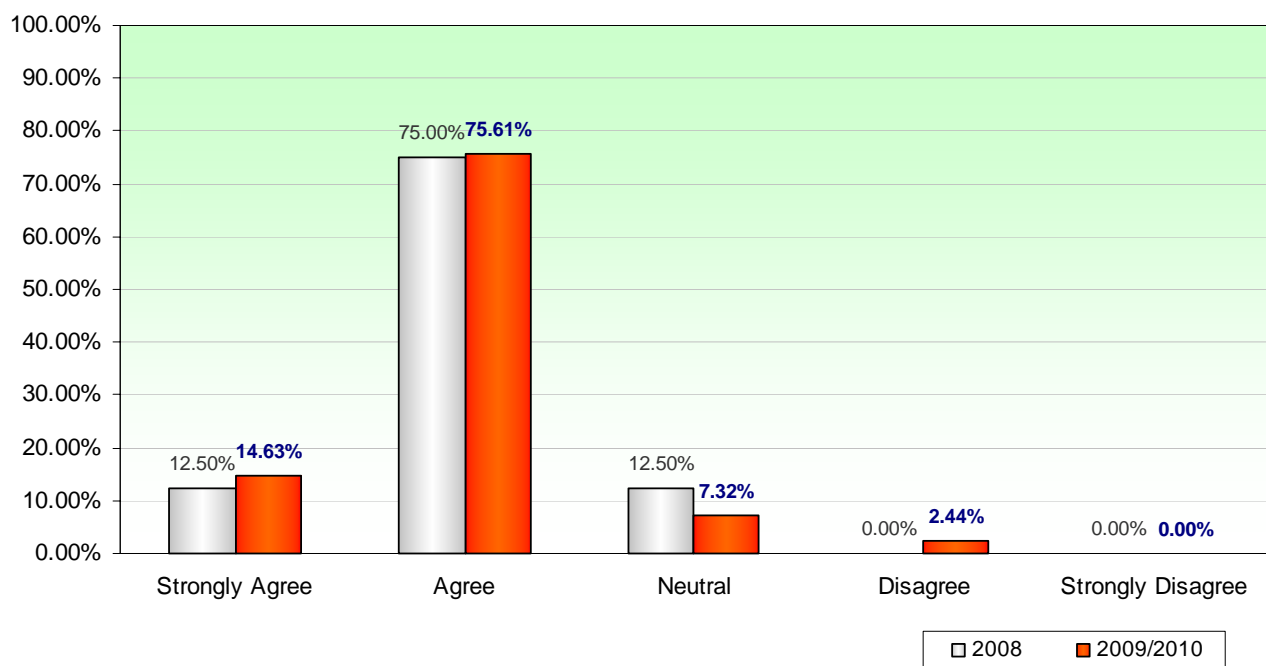


DHL Danzas, FedEx and Expeditors are cited as the Top 3 competitors in Logistics services.

In 2008, it was DHL Danzas, FedEx, Expeditors and Kuehne & Nagel (the latter two sharing the same spot).

On the whole, Schenker Singapore provides satisfactory Logistics services.

Point System	Options	Number of respondents choosing the option		Total number of respondents who answered this section		Percentage of Responses	
		2008	2009/2010	2008	2009/2010	2008	2009/2010
5	Strongly Agree	4	6	32	41	12.50%	14.63%
4	Agree	24	31	32	41	75.00%	75.61%
3	Neutral	4	3	32	41	12.50%	7.32%
2	Disagree	0	1	32	41	0.00%	2.44%
1	Strongly Disagree	0	0	32	41	0.00%	0.00%



The above table shows the exact satisfaction ratings given by the respondents whom answered Section 5 - DB SCHENKER **logistics** (Logistics Department).

90.24% of the total respondents agreed that Schenker Singapore's Logistics services are satisfactory; while 2.44% of them disagreed and 7.32% remains neutral.

In 2008, results were 87.50%, 0% and 12.50% respectively.

Overall, they rated Schenker Singapore Logistics service level as **4.02 points**, where 5 points is the maximum. **Improvements are observed.** In 2008, it was 4.00 points.

Areas with Above Average Ratings - Logistics Department (3.62 points & above):		Score	2009/2010 vs 2008 Status
2009/2010	Timely in Billing	4.13	↑
	On-time Order fulfillment	4.08	↓
	Inventory Accuracy	4.08	↑
	Inventory Visibility	4.00	↓
	Flexibility in supporting new business requirements	4.00	↑
	Timely in Reporting	3.98	↑
	Provides Good Housekeeping	3.95	↑
	Operations Efficiency	3.88	↓
	Meeting Quality Goals	3.84	↓
	Timely in Problem Resolution	3.80	↑
	Comprehensiveness of Reporting Capabilities	3.79	↑
	Providing Effective Problem Resolution	3.76	↑
	Promptness in highlighting potential issues	3.75	↓
	Provides Value-added Services	3.66	↓
2008	On-time Order fulfillment	4.10	-
	Inventory Visibility	4.07	-
	Operations Efficiency	4.06	-
	Inventory Accuracy	4.03	-
	Provides Value-added Services	4.03	-
	Meeting Quality Goals	3.97	-
	Timely in Billing	3.97	-
	Provides Good Housekeeping	3.87	-
	Promptness in highlighting potential issues	3.84	-
	Flexibility in supporting new business requirements	3.77	-
	Timely in Problem Resolution	3.77	-
	Timely in Reporting	3.77	-
	Comprehensiveness of Reporting Capabilities	3.74	-
	Timely in System Implementation	3.71	-
	Providing Effective Problem Resolution	3.65	-
	Timely in Response to System Issues	3.65	-

Areas with Average Ratings - Logistics Department (between 3.50 to 3.62 points):		Score	2009/2010 vs 2008 Status
2009/2010	Timely in Response to System Issues	3.56	↓
	Timely in System Implementation	3.55	↓
2008	NIL	-	-

Areas with Below Average Ratings - Logistics Department (3.49 points & below):		Score	2009/2010 vs 2008 Status
2009/2010	NIL	-	-
2008	NIL	-	-

Logistics Department - The 3 attributes that Customers considered of Higher Importance (which the department may or may not have performed well):		Rank
2009/2010	On time Order fulfillment	1
	Inventory Accuracy	2
	Operations Efficiency	3
2008	Inventory Accuracy	1
	On time Order fulfillment	2
	Providing Effective Problem Resolution	3

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Logistics Department:

Customer	Company	Remarks (1)	Remarks (2)
Mr Jonah Lim	Cymer Singapore Pte Ltd	Careless input of data on shipping invoices.	proper training for new staff handling customer accounts.
Ms. Lye Yee	Becton Dickinson	Provide activity based statistics to help identify operational improvements in efficiency	
Mr Jeremy Koh	STMicroelectronics	Timely in problem resolution	provide effective problem resolution
Josephine Chang	SunStar Machinery (Singapore) Pte Ltd	Schenker's svcs rendered to our Co. so far so good. We most concern are relating to:- 1) Accuracy of Inventory Balance ; 2) Good Housekeeping with Visible Inventory ; 3) Timely in Problem resolution.	
Mr. Davin Huang	LEGRAND (S) PTE LTD	The operation should not show/have any reluctant attitude	
Chan Kok Seng	MICRON SEMICONDUCTOR ASIA P/L	Initial hub startup cost is in general higher when compare with competitors. Notice that Schenker will charge higher IT, setup costs (eg: rack, computers etc).	
Mr. HJ Koenig	SIEMENS MEDICAL INSTRUMENTS PTE LTD	Schenker has really problems with the IT in general. Structure, responsibility, organisation, experts in customer It systems	
Dawn Yang	GE Energy	IT customization can be more timely and accurate. It takes quite some time to get the changes done and several amendments needed to get it right.	Was difficult to communicate with the Finance department when we had difficulties transferring funds for payment at the initial stage.
Ms. Carolyn Loh	Baxter Healthcare Asia	Proactiveness in critical thinking in resolving issues for long term effectiveness.	Improvement to operations team communication and efficiency.
Mr. Benson Ho	Hilti Asia Limited	Work with Hilti team to acquire adequate storage space for construction chemicals and reduce transportation cost. Improve outbound order quality check to prevent wrong shipments to Hilti MOs.	
Mr. Andrew Chng	GAMBRO SINGAPORE PTE LTD	I am very pleased with the Logistics support from Schenker. We came from a below performance 3PL to DB Schenker and we are happy to report that our customers and Sales are happy with the change. Keep it up.	
Mr. Horace Lee	DSM Nutritional Product	shortened turnaround time for inbound & outbound	na
Desmond Tan	HILTI ASIA LTD	Look at Hilti's business and propose improvements/solutions proactively	Review warehouse processes to streamline work and find efficiency in processes.
Yee Wei Ling	HEWLETT-PACKARD ASIA PACIFIC PTE LTD	prompt in highlighting issues	flexible in supporting business requirements
Kelly Heng	Carestream Health Singapore Pte Ltd	flexible in supporting new business requirements	provide value added services
Jonathan Teo	Bausch & Lomb	better response from management	hiring of quality people

Detailed Breakdown of Logistics Department ratings:*5 = Strongly Agree**4 = Agree**3 = Neutral**2 = Disagree**1 = Strongly Disagree*

Customer	Company	Overall Rating	Average Rating	Preferred Logistics Service Provider		
		(Qn 1 of Section 4)	(Qns 2 to 13 of Section 4)	1st choice	2nd choice	3rd choice
DJ AUTO ASIA PTE LTD	MS JOEY LOO	5	5	DB SCHENKER	KUENE & NAGEL	OTHERS
GAMBRO SINGAPORE PTE LTD	MR. ANDREW CHNG	5	5	DB SCHENKER	DHL DANZAS	N.A
LEGRAND (S) PTE LTD	MS. NANCY HO	5	4.9	DB SCHENKER	PANALPINA	OTHERS
APPLIED MATERIALS SOUTH EAST ASIA PTE LTD C/O METRON	CHRISTOPHER SUSIE	5	4.8	DB SCHENKER	N.A	N.A
SUNSTAR MACHINERY (SINGAPORE) PTE LTD	JOSEPHINE CHANG	5	4.8	DB SCHENKER	N.A	N.A
MICRON SEMICONDUCTOR ASIA P/L	MR. FRANCIS LEE	5	4.5	DB SCHENKER	FEDEX	UPS
TIMKEN	EDMUND WEE	4	4.4	DB SCHENKER	N.A	N.A
TIMKEN	GRACE THONG	4	4.4	DB SCHENKER	N.A	N.A
GE ENERGY	DAWN YANG	4	4.3	DB SCHENKER	OTHERS	N.A
APPLIED BIOSYSTEMS B.V.	GOH KAH PENG	4	4.2	DB SCHENKER	KWE	EXPEDITORS
GAMBRO SINGAPORE PTE LTD	MR. DANNY CHONG	4	4.2	DB SCHENKER	EXPEDITORS	CEVA
ROBERT BOSCH SOUTH EAST ASIA	DAVID TAN	4	4.2	PANALPINA	DB SCHENKER	OTHERS
BILCARE SINGAPORE PTE LTD	CHARLESTON CHUA	4	4.1	DB SCHENKER	N.A	N.A
MICRON SEMICONDUCTOR ASIA P/L	CHAN KOK SENG	4	4.1	DB SCHENKER	FEDEX	DHL DANZAS
AMERICAN DYNAMICS PTE LTD	MS. DORIS NG	4	4	DB SCHENKER	KUENE & NAGEL	DHL DANZAS
APPLE COMPUTER LIMITED	MS. CINDY ONG	4	4	DB SCHENKER	CEVA	DHL DANZAS
HEWLETT-PACKARD ASIA PACIFIC PTE LTD	YEE WEI LING	4	4	OTHERS	OTHERS	OTHERS
INTERMEC TECHNOLOGIES (S) PTE LTD	MS. CECILIA WEE	4	4	DB SCHENKER	EXPEDITORS	N.A
PFIZER CENTRE SOURCE	MS. VANESSA KAM	4	4	DB SCHENKER	N.A	N.A
ADAMPAK LIMITED	EUNICE TAN	4	3.9	FEDEX	OTHERS	EXPEDITORS

Detailed Breakdown of Logistics Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

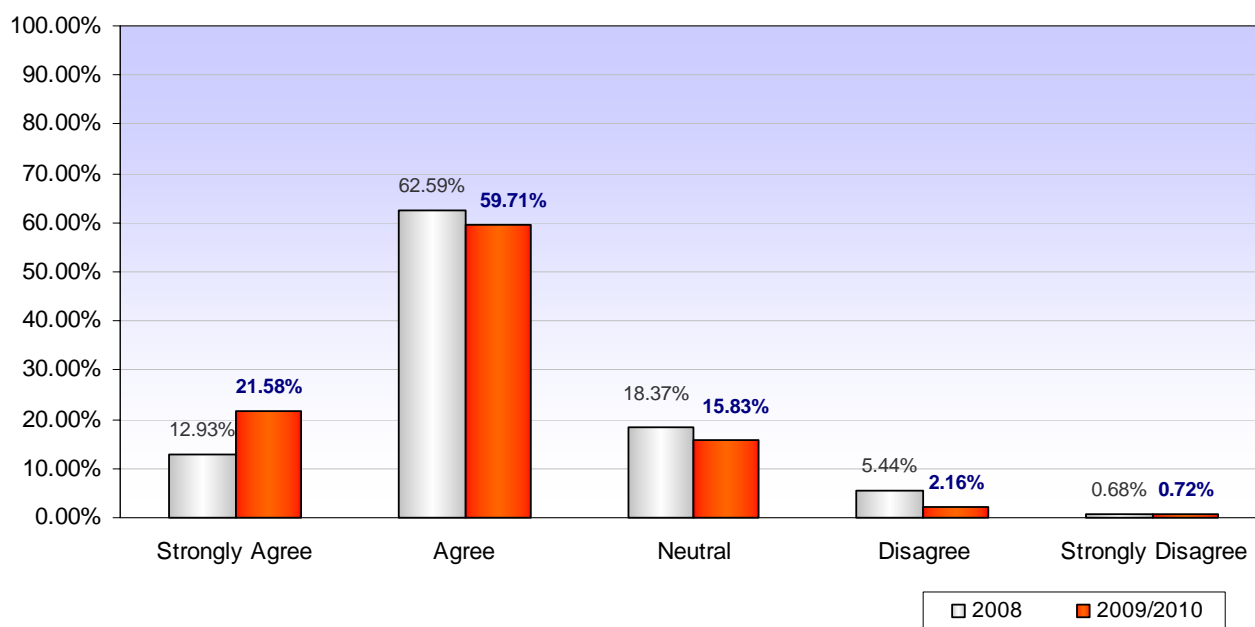
1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating	Preferred Logistics Service Provider		
		(Qn 1 of Section 4)	(Qns 2 to 13 of Section 4)	1st choice	2nd choice	3rd choice
CYMER SINGAPORE PTE LTD	MR JONAH LIM	4	3.9	KWE	UPS	TNT
DISCUS PTE LTD	FLORENCE CHIAM	4	3.9	OTHERS	N.A	N.A
MICRON SEMICONDUCTOR ASIA P/L	MR. HL NAM	4	3.9	DB SCHENKER	FEDEX	EXPEDITORS
ALFA LAVAL TUMBA AB	MS. SUSIE TAN	4	3.8	DHL DANZAS	DB SCHENKER	N.A
AUDI SINGAPORE PTE LTD	CATHERINE SOO	4	3.8	DB SCHENKER	DHL DANZAS	KUENE & NAGEL
CARESTREAM HEALTH SINGAPORE PTE LTD	KELLY HENG	4	3.8	DHL DANZAS	DB SCHENKER	OTHERS
ADAPTEC INC.	CHONG FUNG LENG	4	3.7	DB SCHENKER	GEOLOGISTI CS	N.A
APPLIED MATERIALS SOUTH EAST ASIA PTE LTD	MS. LIM AI LING	4	3.7	DB SCHENKER	DHL DANZAS	CEVA
HILTI ASIA LIMITED	MR. BENSON HO	4	3.7	DB SCHENKER	DHL DANZAS	KUENE & NAGEL
HILTI ASIA LTD	DESMOND TAN	4	3.7	DB SCHENKER	DHL DANZAS	OTHERS
SINGAPORE EPSON INDUSTRIAL PTE LTD	Y.SHIMIZUGUCHI	4	3.7	DB SCHENKER	N.A	N.A
LEGRAND (S) PTE LTD	MR. DAVIN HUANG	4	3.6	DB SCHENKER	N.A	N.A
MTU ASIA PTE LTD	MR. TERENCE LIM	4	3.6	DB SCHENKER	OTHERS	N.A
STMICROELECTRONICS	MR JEREMY KOH	4	3.6	GLOBAL AIRFREIGHT INTL	DB SCHENKER	TNT
SIEMENS MEDICAL INSTRUMENTS PTE LTD	MR. HJ KOENIG	4	3.5	DB SCHENKER	OTHERS	OTHERS
BAXTER HEALTHCARE ASIA	MS. CAROLYN LOH	4	3.4	OTHERS	DB SCHENKER	DHL DANZAS
AUDI SINGAPORE PTE LTD	CONNIE GEK	4	3.3	ABX LOGISTICS	DHL DANZAS	FEDEX
BAUSCH & LOMB	JONATHAN TEO	3	2.6	DHL DANZAS	DB SCHENKER	NIPPON EXPRESS
DSM NUTRITIONAL PRODUCT	THAM TIEM FATT	3	2.6	OTHERS	OTHERS	OTHERS
DSM NUTRITIONAL PRODUCT	MR. HORACE LEE	3	2.3	DHL DANZAS	OTHERS	OTHERS
BECTON DICKINSON	MS. LYE YEE	2	2.1	N.A	N.A	N.A

2.5 Schenker Singapore Sales' Performance in 2009/2010

On the whole, Schenker Singapore provides satisfactory Sales and after-Sales services.

Point System	Options	Number of respondents choosing the option		Total number of respondents who answered this section		Percentage of Responses	
		2008	2009/2010	2008	2009/2010	2008	2009/2010
5	Strongly Agree	19	30	147	139	12.93%	21.58%
4	Agree	92	83	147	139	62.59%	59.71%
3	Neutral	27	22	147	139	18.37%	15.83%
2	Disagree	8	3	147	139	5.44%	2.16%
1	Strongly Disagree	1	1	147	139	0.68%	0.72%



The above table shows the exact satisfaction ratings given by the respondents whom answered Section 6 - Sales Department.

81.29% of the total respondents agreed that Schenker Singapore's Sales & after-Sales services are satisfactory; while 2.88% of them disagreed and 15.83% remains neutral.

In 2008, results were 75.51%, 6.12% and 18.37% respectively.

Overall, they rated Schenker Singapore's Sales and after-Sales service level as **3.99 points**, where 5 points is the maximum. **Improvements are observed.** In 2008, it was 3.82 points.

Areas with Above Average Ratings - Sales Department (3.62 points & above):		Score	2009/2010 vs 2008 Status
2009/2010	DB Schenker staff's Friendliness	4.20	↑
	Ease of contacting DB Schenker staff	4.07	↑
	DB Schenker staff's Effectiveness in Communications	4.01	↑
	Timely in Response to Issues	3.90	↑
	Frequency of DB Schenker staff's sales visits/ contacting	3.85	↑
	Timely in Rate Quotations	3.84	↑
	DB Schenker staff's Effectiveness in Problem Resolution	3.84	↑
2008	DB Schenker staff's Friendliness	4.07	-
	Ease of contacting DB Schenker staff	3.94	-
	DB Schenker staff's Effectiveness in Communications	3.83	-
	DB Schenker staff's Effectiveness in Problem Resolution	3.73	-
	Timely in Response to Issues	3.71	-
	Timely in Rate Quotations	3.65	-

Areas with Average Ratings - Sales Department (between 3.50 to 3.61 points):		Score	2009/2010 vs 2008 Status
2009/2010	NIL	-	-
2008	NIL	-	-

Areas with Below Average Ratings - Sales Department (3.49 points & below):		Score	2009/2010 vs 2008 Status
2009/2010	NIL	-	-
2008	Frequency of DB Schenker staff's sales visits/ contacting	3.42	

Sales Department - The 3 attributes that Customers considered of Higher Importance (which the department may or may not have performed well):		Rank
2009/2010	Timely in Response to Issues	1
	DB Schenker staff's Effectiveness in Problem Resolution	2
	Timely in Rate Quotations	3
2008	DB Schenker staff's Friendliness	1
	Ease of contacting DB Schenker staff	2
	DB Schenker staff's Effectiveness in Communications	3

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Sales Department:

Customer	Company	Remarks (1)	Remarks (2)
Esther Yeo	HELLA ASIA SINGAPORE PTE LTD	I want to thank Linda on the follow-up to improve our import from India after we highlighted the poor service and response. Now the shipment is arriving more promptly as compared to the past.	
Ms. Jefflyn	HAWERA PRECISION TEC PTE LTD	timely in response to issues	n/a
Ms. Pei Ching	TAT HONG MACHINERY PTE LTD	To ensure the quotation are competitive for customer.	
Ms. Sutinah	WYETH NUTRITIONALS SINGAPORE	Provide solutions to handle special cargo	Prompt quotation
Ms. Huiting	HERAEUS MATERIALS SINGAPORE PTE LTD (SALES DIVISION)	Yip & Hillary have provided very good and full support to us.	
Mr. Johnny Chua	SCHERING PLOUGH (SINGAPORE)	secure cargo space	freight rate reduction
Ms. Florence Lee	SHECEY (SINGAPORE) PTE LTD	More accurate in rates quoted - must try to be as close as actual since rates quoted are deciding factors to use your service.	To send updates only if applicable to our account.
Mr. Andrew Chng	GAMBRO SINGAPORE PTE LTD	I do not have a lot of Sales opportunities for Schenker to growth with us in Singapore. However we are growing in the region and I certainly hope Schenker Singapore can support this move.	
Mr. Horace Lee	DSM Nutritional Product	have more competitive freight rates	na
Alphonsus Toh	NEOSYS DOCUMAIL (S) PTE LTD	satisfied	
Eunice Tan	Adampak Limited	prompt reply to quotation request	na
Desmond Tan	HILTI ASIA LTD	regional team to be more involved in RFPs in different countries and to give support to local team	Use experience in Hilti's business to quote accurately in RFPs and use that advantage to compete in pricing and service appropriately.
Kevin Mark Theseira	BOSCH SECURITY SYSTEMS PTE LTD	Singapore sales to have more control in Singapore & apr management. Trust them and give them the authority.	na
Johnson Lai	Honeywell (Joo Koon)	establish point of contact and escalation for honeywell	hold to the express service level commitment. (express usually takes longer time to deliver)
Nyo Lian Lee	Honeywell (SN75)	Increase contact with global contract team to win business over.	
Florence Chiam	Discus Pte Ltd	accounts issue CN	
Yee Wei Ling	HEWLETT-PACKARD ASIA PACIFIC PTE LTD	timely in response to issues	timely in rate quotations
Kelly Heng	Carestream Health Singapore Pte Ltd	effective and timely in problem resolution	proactive in follow-up
Sharon / Eunice	BATTERY POWER INTERNATIONAL PRIVATE LIMITED	friendly staff	timely in rate quotations
Jonathan Teo	Bausch & Lomb	do not commit on things that operations cannot deliver	
Ms. Jaslyn Hee	Novartis Asia Pacific Pharmaceutical	Insensitive to customers business requirement when comes to pricing. Not enough initiative shown in managing your suppliers' price increase demand as it impose wholesale to the customer.	

Areas that Respondents would like to see Immediate Improvements, or Given Compliments to Sales Department(cont'd):

Customer	Company	Remarks (1)	Remarks (2)
Fiona	CONAIR PACIFIC EQUIPMENT PTE LTD	Give more competitive rates	Be more responsive
Mr. Edmund Lam	INFINEON TECHNOLOGIES ASIA PACIFIC PTE LTD	proactiveness in anticipating problem.	effective communication
Mr Jeremy Koh	STMicroelectronics	Timely response to issues	effective in problem resolution
Ching Chin Teck	PFIZER PTE LTD	price competitiveness	
Ms Huiying	PAN SUN HARDWARE PTE LTD	response to issues	rate quotations
Chan Kok Seng	MICRON SEMICONDUCTOR ASIA P/L	The sales staffs that we worked with have been providing good response/solution. But the support from other Schenker oversea sites can be improved to make the whole experience with Schenker more enjoyable.	
Eleanor Neo	EPCOS PTE LTD	Timely in Rate quotation	Effective in communication and problem solving
Ms. Zarah	WATSON'S PERSONAL CARE PTE LTD	Quotation - Do not let us wait and keep calling for any answer which it's very frustrating.	
Dawn Yang	GE Energy	Could improve on timeliness of quotations.	Could improve on problem resolution, was inquiring on additional space for storage of large equipment and alternative solutions within the region, it has taken a while and I am still waiting for it.
Ms. Carolyn Loh	Baxter Healthcare Asia	Proactiveness in reverting long term operations model to our warehouse and distribution.	
Mr. Terry Tan	AIR PARTS CENTRE PTE LTD	complete freight quotation	ability to provide complete freight quotation
Ms. Cha Hui Lee	Sinwah Industries Berhad	Rates quoted too high.	

Detailed Breakdown of Sales Department ratings:*5 = Strongly Agree**4 = Agree**3 = Neutral**2 = Disagree**1 = Strongly Disagree*

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
ADVANTECH CO. PTE LTD	MS. GUO LU	5	5
APPLIED MATERIALS SOUTH EAST ASIA PTE LTD C/O METRON	CHRISTOPHER SUSIE	5	5
BD MEDICAL - CRITICAL CARE	ONG PANG KOOW	5	5
GAMBRO SINGAPORE PTE LTD	MR. ANDREW CHNG	5	5
HERAEUS MATERIALS SINGAPORE PTE LTD (SALES DIVISION)	MS. HUITING	5	5
J & P BUILDING SYSTEMS PTE LTD	MR. JOHN ZHANG	5	5
KINOKUNIYA BOOK STORES OF SINGAPORE	MS. MARZUIN	5	5
LEGRAND (S) PTE LTD	MS. NANCY HO	5	5
MICRON SEMICONDUCTOR ASIA P/L	MR. FRANCIS LEE	5	5
NEOSYS DOCUMAIL (S) PTE LTD	ALPHONSUS TOH	5	5
SINGAPORE NOBLE ELECTRONICS PTE LTD	MR. DARREN KONG	5	5
TERAOKA WEIGH-SYSTEM PTE LTD	MS. IRENE GOH	5	5
TIMKEN	EDMUND WEE	5	5
TIMKEN	GRACE THONG	5	5
WIELAND METALS SINGAPORE (PTE) LTD	HERBERT SCHEFFCZYK	5	5
ATLAS SOUND & VISION PTE LTD	MR SHERWIN TIEN SIREGAR	5	4.9
BOSTON SCIENTIFIC ASIA PACIFIC	SAMANTHA LIM	4	4.9
CHH CONSTRUCTION SYSTEMS PTE LTD	MR. LESLIE TAN	5	4.9
DJ AUTO ASIA PTE LTD	MS JOEY LOO	5	4.9
NATSTEEL HOLDINGS PTE LTD	MR. ANDY SOH	5	4.8
APPLIED BIOSYSTEMS B.V.	GOH KAH PENG	5	4.7
CHAN INDUSTRIES PTE LTD	MS. STEPHANIE TAN	5	4.7

Detailed Breakdown of Sales Department ratings(cont'd):*5 = Strongly Agree**4 = Agree**3 = Neutral**2 = Disagree**1 = Strongly Disagree*

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
VISHAY INTERTECHNOLOGY ASIA PTE LTD	MS JULIE TAN	4	4.7
APPLE COMPUTER LIMITED	MS. CINDY ONG	4	4.6
BD MEDICAL	MR. MOHD RAFF	5	4.6
BSH HOME APPLIANCES (SEA) PTE LTD	MR. MARTIN CHUA	4	4.6
HONEYWELL (GUL)	MR. MICHAEL TEO	5	4.6
MICRON SEMICONDUCTOR ASIA P/L	MR. HL NAM	4	4.6
MSP SINGAPORE COMPANY, LLC	ENG SIOW WAI	5	4.4
SIEMENS MEDICAL INSTRUMENTS PTE LTD	MR. HJ KOENIG	4	4.4
SOLE-VISION TECHNOLOGIES PTE LTD	MS PAULINE	4	4.4
BAXTER HEALTHCARE ASIA	MS. CAROLYN LOH	4	4.3
LIBRACO SERVICES (S) PTE LTD	MR. KUMAR	5	4.3
MICRON SEMICONDUCTOR ASIA P/L	CHAN KOK SENG	5	4.3
SANMINA SCI SINGAPORE PTE LTD (CHAI CHEE & DEPOT)	CHUA HING CHYE	4	4.3
CYMER SINGAPORE PTE LTD	MR JONAH LIM	5	4.2
AMERICAN DYNAMICS PTE LTD	MS. DORIS NG	4	4.1
BILCARE SINGAPORE PTE LTD	CHARLESTON CHUA	4	4.1
INTACT PACIFIC INTERNATIONAL PTE LTD	MS. YVONNE	4	4.1
MANN+HUMMEL FILTER TECHNOLOGY (S.E.A) PTE LTD	JOSEPHINE YEO	4	4.1
MICROCIRCUIT TECHNOLOGY (S) PTE LTD	MR. STEVEN TAN	4	4.1
ROBERT BOSCH SOUTH EAST ASIA	DAVID TAN	4	4.1

Detailed Breakdown of Sales Department ratings(cont'd):*5 = Strongly Agree**4 = Agree**3 = Neutral**2 = Disagree**1 = Strongly Disagree*

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
SCHERING PLOUGH (SINGAPORE)	MR. JOHNNY CHUA	4	4.1
SINGAPORE EPSON INDUSTRIAL PTE LTD	Y.SHIMIZUGUCHI	4	4.1
TOSCA NOVA PTE LTD	MR. KIM SHANG	4	4.1
ADVENT ELECTRONICS PTE LTD	CHEN TECK CHYE	5	4
ALFA LAVAL TUMBA AB	MS. SUSIE TAN	4	4
ANNESING PTE LTD	MR ERIC TAN	4	4
APPLIED MATERIALS SOUTH EAST ASIA PTE LTD	MS. LIM AI LING	4	4
AUDI SINGAPORE PTE LTD	CATHERINE SOO	4	4
AUDI SINGAPORE PTE LTD	CONNIE GEK	4	4
BAE SYSTEMS	JOSEPHINE PHUA	4	4
BARCO PTE LTD	LOO CHEE KEAN	4	4
BAYER (SOUTH EAST ASIA) PTE LTD	MS. WENDY TEO	4	4
D-M-E ENGINEERING PTE LTD	MS. LISA	4	4
DISCUS PTE LTD	FLORENCE CHIAM	4	4
DU PONT COMPANY (SINGAPORE) PTE LTD	MR. KHOO YI JIE	4	4
FILTEC PRIVATE LIMITED	VINCENT PHEE	4	4
FLEXTRONICS MANUFACTURING (SINGAPORE) PTE LTD	MS. TAN KARKEOW	4	4
GAMBRO SINGAPORE PTE LTD	MR. DANNY CHONG	4	4
GE ENERGY	DAWN YANG	4	4
GE PACIFIC PTE LTD - MEDICAL SYSTEM	MR. JUSTIN LAU	4	4
HAUPPAUGE DIGITAL INC (GST ONLY)	JENNY	4	4
HELLA ASIA SINGAPORE PTE LTD	ESTHER YEO	4	4
HONEYWELL (SN75)	NYO LIAN LEE	5	4

Detailed Breakdown of Sales Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
JEAN MULLER SOUTH-EAST-ASIA PTE LTD	MS. CARINA LIOW	4	4
LABVIF ASIA PTE LTD	MR. KELVIN FENG	4	4
MTU ASIA PTE LTD	MR. TERENCE LIM	4	4
NOVARTIS ASIA PACIFIC PHARMACEUTICAL	MS. JASLYN HEE	4	4
PAC-CHEM INTERNATIONAL PTE LTD	MS IVY TEO	4	4
PAN SUN HARDWARE PTE LTD	MS HUIYING	4	4
PCI LTD	CHEE LIP KEONG	4	4
PFIZER CENTRE SOURCE	MS. VANESSA KAM	4	4
PFIZER PTE LTD	CHING CHIN TECK	4	4
PIONEER ELECTRONICS ASIACENTRE PTE LTD	MS. EVELYN DONG	4	4
SINGAPORE AIRLINES	CHEE CHEOW ENG	4	4
SWTS PTE LTD	WONG TOON LIAM	4	4
TAT HONG MACHINERY PTE LTD	MS. PEI CHING	4	4
TURBINE OVERHAUL SERVICES PTE LTD	LEONG KWOK CHOR	4	4
ADAPTEC INC.	CHONG FUNG LENG	4	3.9
ADVANCE TECH PRECISION PTE LTD	MR TAN SIM HWA	4	3.9
AEG POWER SOLUTIONS PTE LTD	LAURA LAW	4	3.9
AIR PARTS CENTRE PTE LTD	MR. TERRY TAN	4	3.9
HEIDELBERG ASIA	KATHERINE LEE	4	3.9
OFFSHORE SEALS & ENGINEERING	SUHADAR YUSOFF	4	3.9
PCI LTD	MR. LOUIS LOH	4	3.9
REC CELLS PTE LTD	MS AMY ANG	4	3.9
SHELL EASTERN PETROLEUM PTE LTD	MR. JASON TAN	4	3.9

Detailed Breakdown of Sales Department ratings(cont'd):*5 = Strongly Agree**4 = Agree**3 = Neutral**2 = Disagree**1 = Strongly Disagree*

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
SIA ENGINEERING CO	MR. RAYMOND WI	3	3.9
SINGAPORE EPSON INDUSTRIAL PTE LTD	WILLIAM CHAN	4	3.9
SUMITOMO(SH) CYCLO DRIVE ASIA PACIFIC PTE LTD	JOSEPHINE NG	4	3.9
TRICOM RESOURCE	MR. SHAUN	4	3.9
ZF SOUTH EAST ASIA PTE LTD	LEE YEAN ONN	4	3.9
ASSA ABLOY SINGAPORE PTE LTD	MS. JENNIE TAN	4	3.7
AVAGO TECHNOLOGIES (MALAYSIA) SDN BHD	MUZDALIFAH BINTI TAJUDIN	4	3.7
BOSCH SECURITY SYSTEMS PTE LTD	KEVIN MARK THESEIRA	4	3.7
CARESTREAM HEALTH SINGAPORE PTE LTD	KELLY HENG	3	3.7
CARGOTEC CHS - KALMAR BUSINESS AREA	MS LYNN LEOW	4	3.7
CASIO SINGAPORE	MR OKAMURA	5	3.7
GEORGE FISCHER PTE LTD	MS. JALENE YEO	4	3.7
HUNTER DOUGLAS SINGAPORE PTE LTD	MS. HAZE AW	3	3.7
KEMET FAR EAST PTE LTD	MS. CINDY ONG	4	3.7
NOVOTEC EDM SUPPLIES PTE LTD	MARLENE HSIAO	4	3.7
PNE ELECTRIC SDN BHD	MS. THERESA LIM	4	3.7
SLS BEARINGS (SINGAPORE) PRIVATE LIMITED	JANE	4	3.7
ABB INDUSTRY PTE LTD	MR CHIA ENG JOO	4	3.6
INFINEON TECHNOLOGIES ASIA PACIFIC PTE LTD	MR. EDMUND LAM	3	3.6
INFINEON TECHNOLOGIES ASIA PACIFIC PTE LTD	WONG HUI CHING	4	3.6
URMET ASIA PACIFIC PTE LTD	MS. ALICE LEE	4	3.6
WYETH NUTRITIONALS SINGAPORE	MOHD SHARIFF T.	3	3.6

Detailed Breakdown of Sales Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
ADAMPAK LIMITED	EUNICE TAN	4	3.4
BEYONICS TECHNOLOGY (SENAI) SGD BHD	ANG FEI LENG	4	3.4
ROBERT BOSCH (SEA) PTE LTD	MS. ANNIE LOKE	4	3.4
ROBERT BOSCH (SEA) PTE LTD	MS. JULIE LOH	3	3.4
STMICROELECTRONIC S	MR JEREMY KOH	4	3.4
WYETH NUTRITIONALS SINGAPORE	MS. SUTINAH	4	3.4
BAUSCH & LOMB	JONATHAN TEO	4	3.3
CONAIR PACIFIC EQUIPMENT PTE LTD	FIONA	3	3.3
KBA KOENIG & BAUER (ASIA PACIFIC)	MS. SOOKY LEE	3	3.3
SHECEY (SINGAPORE) PTE LTD	MS. FLORENCE LEE	3	3.3
HEWLETT-PACKARD ASIA PACIFIC PTE LTD	YEE WEI LING	4	3.1
HILTI ASIA LTD	DESMOND TAN	3	3.1
HONEYWELL (JOO KOON)	JOHNSON LAI	3	3.1
PNE ELECTRIC SDN BHD	MR. EUGENE TAN	4	3.1
YAMAHA MUSIC (ASIA) PTE LTD	TAN JOCK TIEW	3	3.1
BECTON DICKINSON	MS. LYE YEE	3	3
EPCOS PTE LTD	ELEANOR NEO	3	3
HAWERA PRECISION TEC PTE LTD	MS. JEFFLYN	3	3
HILTI ASIA LIMITED	MR. BENSON HO	3	3
INTERMEC TECHNOLOGIES (S) PTE LTD	MS. CECILIA WEE	3	3
SYMRISE ASIA PACIFIC PTE LTD	MR. DENNIS KANG	3	3
BATTERY POWER INTERNATIONAL PRIVATE LIMITED	SHARON / EUNICE	3	2.9
DSM NUTRITIONAL PRODUCT	MR. HORACE LEE	2	2.9

Detailed Breakdown of Sales Department ratings(cont'd):

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

Customer	Company	Overall Rating	Average Rating
		(Qn 1 of Section 5)	(Qns 2 to 4 of Section 5)
TYCO FIRE SUPPRESSION & BUILDING PRODUCTS	MR DARREN KOH	2	2.9
LEGRAND (S) PTE LTD	MR. DAVIN HUANG	2	2.7
WATSON'S PERSONAL CARE PTE LTD	MS. ZARAH	3	2.7
DSM NUTRITIONAL PRODUCT	THAM TIEM FATT	1	2.6
SINWAH INDUSTRIES BERHAD	MS. CHA HUI LEE	3	2.6
TOMEN (SINGAPORE) ELECTRONICS PTE LTD	MS. PAULINE	3	2.4

3.0 CONCLUSION

Generally, Schenker Singapore's customers are **more satisfied** in 2009/2010 than in 2008, with **82.85%** of the total respondents agreeing that Schenker Singapore has served them well as a Total Service Provider in 2009/2010, compared to 77.55% in 2008.

77.05% of the **Airfreight** section respondents, **94.37%** of the **Ocean Freight** section respondents, and **80.49%** of the **Logistics** section respondents chose Schenker Singapore as one of their **Top 3 Preferred Service Provider** for the respective services.

The **common high importance attribute** cited by respondents is on **timeliness** in – deliveries, order fulfillment, and staff's response to issues.

In all aspects, be it air, ocean or logistics, **DHL Danzas is the cited biggest competitor.**

4.0 SUMMARY OF 2007 TO 2009/2010 RESULTS

	2007	2008	2009/2010
CSS Emails sent out	981	745	493
No. of responses	217	147	140
Percentage of responses	22.12%	19.73%	28.40%
Overall KPI*	3.79	3.86	3.98

	2007	2008	2009/2010	Variance (2008 vs 2009/2010)
Airfreight KPI*	3.7	3.77	3.94	+ 0.17
Ocean Freight KPI*	3.52	3.77	3.89	+ 0.12
Logistics KPI*	3.93	4.00	4.02	+ 0.02
Sales KPI*	3.66	3.82	3.99	+ 0.17

*Out of 5 points