



## POST IMPLEMENTATION SURVEY

Lease Plan is committed to customer service and effective fleet management; we therefore value your views regarding our performance.

The purpose of this survey is to measure the importance of the factors that led to your selection of LeasePlan as Fleet Manager, and to compare them against your satisfaction with the level of service we have provided.

Lease Plan uses the results of the survey to identify your requirements and those areas where services can be improved.

In order to complete this survey;

1. Answer each question by circling the number corresponding to your answer.
2. If you do not know the answer to a question, please mark the box labelled "N/A".
3. Space is provided on the final page for you to add any comments you may have.
4. Please fax back on 02 9364 1993 or Free Post to –

**LeasePlan Australia**

Attn:

Reply Paid 66921

Silverwater DC NSW 1811

Customer Name : \_\_\_\_\_

Name : \_\_\_\_\_

Relationship Manager : \_\_\_\_\_

Due Date : \_\_\_\_\_

## POST IMPLEMENTATION SURVEY - *EXPECTATIONS*

Please rate the items listed below, to show **HOW IMPORTANT** (where 1 is the least and 10 the most) the management and services provided by LeasePlan are.

Product Explanation	Not at	All Important								Very Important		
Explanation of LeasePlan's vehicle management system?	N/A	1	2	3	4	5	6	7	8	9	10	
Explanation of all costs involved?	N/A	1	2	3	4	5	6	7	8	9	10	
Explanation of vehicle reporting?	N/A	1	2	3	4	5	6	7	8	9	10	
<b>Initial Data Collection</b>												
Logical layout and format of initial Spreadsheet?	N/A	1	2	3	4	5	6	7	8	9	10	
Readily available assistance to complete the spreadsheet?	N/A	1	2	3	4	5	6	7	8	9	10	
<b>Implementation Process</b>												
Organisation and presentation of driver briefings?	N/A	1	2	3	4	5	6	7	8	9	10	
Provision of vehicle / driver kits?	N/A	1	2	3	4	5	6	7	8	9	10	
Prompt availability of fuel cards?	N/A	1	2	3	4	5	6	7	8	9	10	
Prompt follow up action to correct omissions?	N/A	1	2	3	4	5	6	7	8	9	10	
Communication with LeasePlan during the implementation?	N/A	1	2	3	4	5	6	7	8	9	10	
<b>Sales and Customer Service</b>												
Is the quality of contact you have with the Sales Department acceptable?	N/A	1	2	3	4	5	6	7	8	9	10	
Does your Sales contact pay enough attention to your specific requirements?	N/A	1	2	3	4	5	6	7	8	9	10	
In your opinion does your sales contact have enough decision making power?	N/A	1	2	3	4	5	6	7	8	9	10	
Does your Relationship Manager pay enough attention to your specific requirements?	N/A	1	2	3	4	5	6	7	8	9	10	
In your opinion does your Relationship Manager have enough decision making power?	N/A	1	2	3	4	5	6	7	8	9	10	
Do you see LeasePlan as a partner to your business in the way they provide their service?	N/A	1	2	3	4	5	6	7	8	9	10	

**Other:** (Please add any additional factors that influenced your decision to select LeasePlan.)

1		N/A	1	2	3	4	5	6	7	8	9	10
2		N/A	1	2	3	4	5	6	7	8	9	10
3		N/A	1	2	3	4	5	6	7	8	9	10
4		N/A	1	2	3	4	5	6	7	8	9	10
5		N/A	1	2	3	4	5	6	7	8	9	10

## POST IMPLEMENTATION SURVEY - *SATISFACTION*

Now using the same scale as before, please answer the same questions, however, this time we would like to know **HOW SATISFIED** you are with the management and services provided by LeasePlan.

Product Explanation	Not at	All Important								Very Important		
Explanation of LeasePlan's vehicle management system?	N/A	1	2	3	4	5	6	7	8	9	10	
Explanation of all costs involved?	N/A	1	2	3	4	5	6	7	8	9	10	
Explanation of vehicle reporting?	N/A	1	2	3	4	5	6	7	8	9	10	
Initial Data Collection												
Logical layout and format of initial Spreadsheet?	N/A	1	2	3	4	5	6	7	8	9	10	
Readily available assistance to complete the spreadsheet?	N/A	1	2	3	4	5	6	7	8	9	10	
Implementation Process												
Organisation and presentation of driver briefings?	N/A	1	2	3	4	5	6	7	8	9	10	
Provision of vehicle / driver kits?	N/A	1	2	3	4	5	6	7	8	9	10	
Prompt availability of fuel cards?	N/A	1	2	3	4	5	6	7	8	9	10	
Prompt follow up action to correct omissions?	N/A	1	2	3	4	5	6	7	8	9	10	
Communication with LeasePlan during the implementation?	N/A	1	2	3	4	5	6	7	8	9	10	
Sales and Customer Service												
Is the quality of contact you have with the Sales Department acceptable?	N/A	1	2	3	4	5	6	7	8	9	10	
Does your Sales contact pay enough attention to your specific requirements?	N/A	1	2	3	4	5	6	7	8	9	10	
In your opinion does your sales contact have enough decision making power?	N/A	1	2	3	4	5	6	7	8	9	10	
Does your Relationship Manager pay enough attention to your specific requirements?	N/A	1	2	3	4	5	6	7	8	9	10	
In your opinion does your Relationship Manager have enough decision making power?	N/A	1	2	3	4	5	6	7	8	9	10	
Do you see LeasePlan as a partner to your business in the way they provide their service?	N/A	1	2	3	4	5	6	7	8	9	10	

**Other:** (Please add any additional factors that influenced your decision to select LeasePlan.)

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**POST IMPLEMENTATION SURVEY**

**Comments**

Is there anything else you think we should know?

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Do you have any suggestions to help us improve our service?

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Thank you for taking the time to complete this survey.

Please refer any queries you may have to your Relationship Manager on 13 25 72 or to our National Standards Manager on 13 25 72, should you prefer.