

Free essay on dhl questionnaire

[Business](#), [Management](#)



I. Are you a member of DHL logistics management?

a. Yes

No

(Tick appropriately)

b. If no, would you like to become one?

c. Why would you like to become one? (Tick one)

i. To improve performance

ii. For better leadership

iii. Personal Fulfillment

iv. Cannot Tell

II. Are you aware of the products, which are provided by DHL?

a. Yes

No

(Tick appropriately)

b. If yes, which are these products? If no, why do you think you are not familiar with these products?

III. Are you involved in handling of DHL products at any process?

a. Yes

No

(Tick appropriately)

b. If yes, what is your job responsibility with regard to handling these products?

IV. Do you think that DHL products are suitable for the market segment?

a. Yes

No

(Tick appropriately)

b. Kindly provide an explanation for your answer above

V. How would you rate the performance of DHL logistics management?

a. Poor

Low

Medium

High

Very high

Excellent

Cannot Rate

(Tick appropriately)

VI. Do you think that there is a need of improvement in how DHL logistics management handles its product?

a. Yes

No

(Tick appropriately)

b. Kindly provide an explanation for your answer above

VII. Does DHL logistics management use the current levels of technology in running its affairs?

a. Yes

No

(Tick appropriately)

b. If yes, why? If no, why?

VIII. What are the key challenges, if any, which are experienced in the logistics management of DHL products? What do you think should be done in order to address these challenges effectively?

IX. What is the key role of DHL logistics management with reference to DHL products?

X. Who are the main stakeholders of DHL logistics management?

Process

1) What is your role in the process of DHL logistics management? (tick one)

a. Management team

Process facilitator

Supervisor

Auditor

Process technician

2) What is the attitude of DHL logistics management towards its process?
(tick one)

a. Very negative

Negative

Positive

Very Positive

b. Kindly provide reasons for the choice made above

3) What level of technology is used in the process of DHL logistics management? (tick one)

a. No use of technology

Old technology

New technology

Cannot tell

4) Do you think that the process of DHL logistics management will change due to the current changes in levels of technology?

a. Yes

No

(Tick appropriately)

b. What are the reasons for the choice you have made above?

5) How is the process of DHL logistics management? (tick one)

a. Extremely poor

Poor

Fair

Good

Very Good Excellent

6) Do you have anything good that you like from the process of DHL logistics management?

a. Yes

No

(Tick appropriately)

b. Kindly provide an explanation for your choice above

7) How is the management of DHL logistics process carried?

8) How would you compare the process of DHL logistics management with other processes in the company? Provide an explanation for such a comparison.

9) Are there challenges, which are faced in the process of DHL logistics management?

a. Yes

No

(Tick appropriately)

b. If yes, which are these challenges? If no, do you think that there are threats in the processes of DHL logistics management?

10) Do you think that the process of DHL logistics management needs to be improved?

a. Yes

No

(Tick appropriately)

b. Kindly provide reasons for your choice above

Services

1. Are you a member of the service delivery in DHL logistics management?

a. Yes

No

(Tick appropriately)

2. Are you familiar with services, which are provided by DHL logistics management?

a. Yes

No

(Tick appropriately)

b. If yes, what are these services?

3. Are there services, which you think they are performed better or poorly in comparison to others?

a. Yes

No

(Tick appropriately)

b. If yes, which are these services that are performed better or poorly?

4. How would you rate the service provision of DHL logistics management?

(tick one)

a. Extremely unacceptable

Unacceptable

Acceptable

Very Acceptable

5. How are you satisfied with services, which DHL logistics management provides? (tick one)

a. Not satisfied

Satisfied

Very Satisfied

I cannot tell

6. Does DHL logistics management use any form of technology in delivery of its services?

a. Yes

No

(Tick appropriately)

b. If yes, what is the level of this technology and how is this technology used in DHL logistics management?

7. How are the services of DHL logistics management carried out?

8. Does DHL logistics management have a room for improving on quality of its services?

a. Yes

No

(Tick appropriately)

b. Kindly provide reasons for the choice made above

9. Whom do you think has the responsibility of improving service delivery at DHL logistics management? Provide reasons behind your answer

10. Are there any challenges, which are experienced by DHL logistics management in the delivery of its services?

a. Yes

No

(Tick appropriately)

i. If yes, which are these challenges?

ii. What do you think should be the most effective means of addressing these challenges?