

NATIONAL COURIER COMPANIES

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PMR.africa has conducted its annual, national survey assessing Courier Companies in South Africa.

The respondents rated the Courier Companies across a range of 10 attributes namely:

- BEE policy
- Company website (informative, easy to navigate)
- Flexibility/go the extra mile
- Online financial reports, quotations, orders, track and trace
- Professional appearance of the company (uniforms and vehicles)
- Reliability
- Speed of delivery
- Staff (knowledge, politeness, friendliness, helpfulness)
- Track and trace - control systems of documents and parcels
- Value for money

The ratings are based on the perceptions of the respondents.

The respondents were asked to give verbatim comments on the perceived strengths and weaknesses of the courier companies they rated.

How the survey was conducted:

Universe: Listed and large companies in South Africa, and local, provincial and national Government departments in South Africa.

Timing: Interviews were conducted during November and December 2007, and January 2008.

Sample: A random, national sample of 201 respondents comprising of accounts/administrative managers, dispatch/distribution managers, financial managers, office/purchasing/sales managers, personal assistants and receptionists.

Methodology: Interviews were carried out telephonically utilising semi-structured questionnaires. Back-checks were conducted at all stages of the fieldwork, 100% checked on input quality and completeness.

Business Intelligence Research Report:

A detailed business intelligence research report providing competitive insight of strategic value is available. The research report includes comparative tables and graphs of all the courier companies rated, verbatim comments as well as demographic details delivered on CD with a PowerPoint presentation. The report is available at R 23 500 (4 -year trends) excl. VAT.

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This research report is available at R 23 500 excluding VAT.
To purchase this report fill out your contact detail below and:
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fax to +27 12 349 1841
You will receive a pro-forma invoice and the report will be mailed to you once payment is made.

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