



Kelly's Document Storage Customer Satisfaction Survey Results 2011

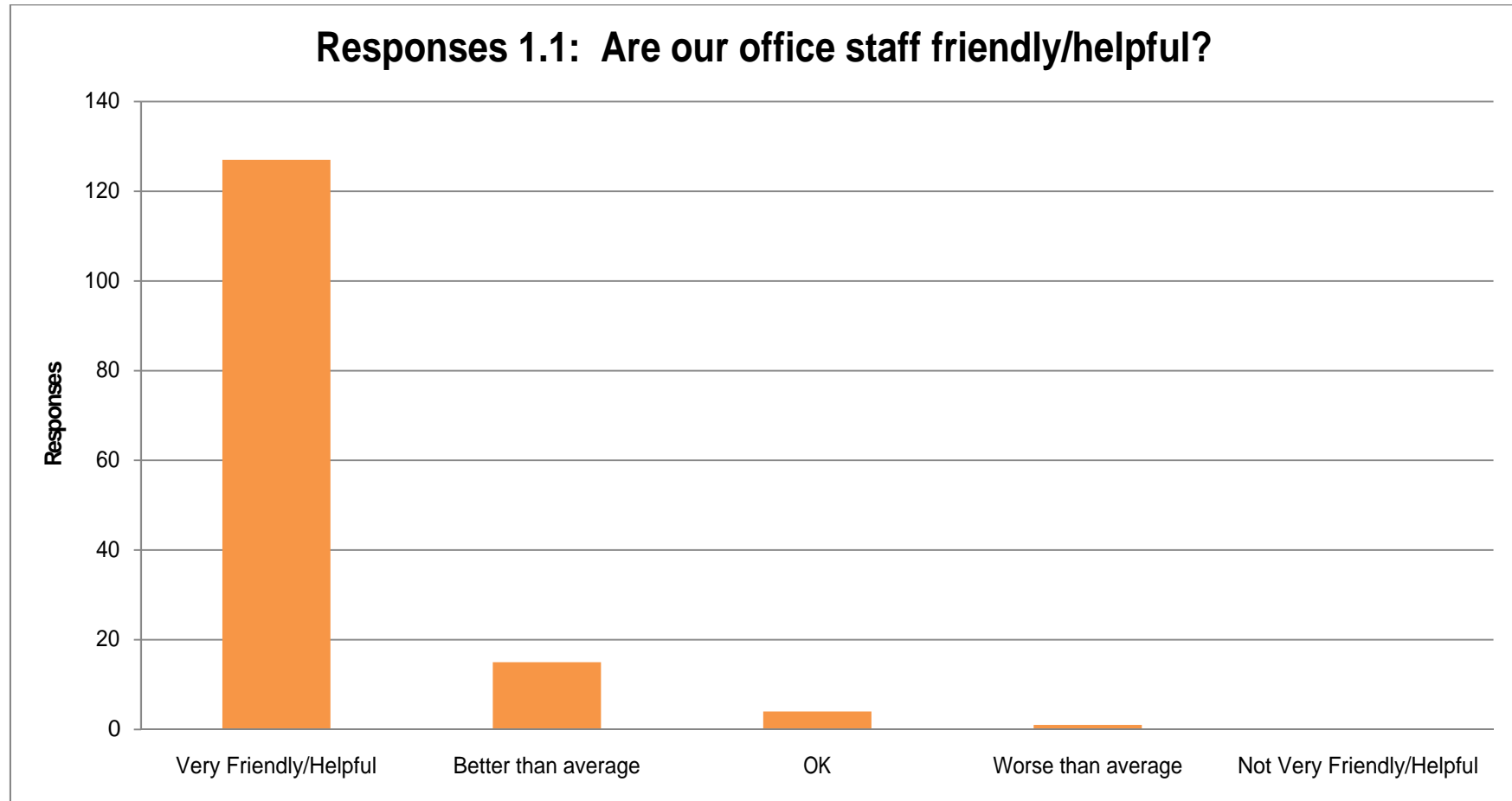
Every year, Kelly's Storage contacts customers by email requesting that they fill in a short online survey to indicate how happy they are with the service provided by Kelly's Storage.

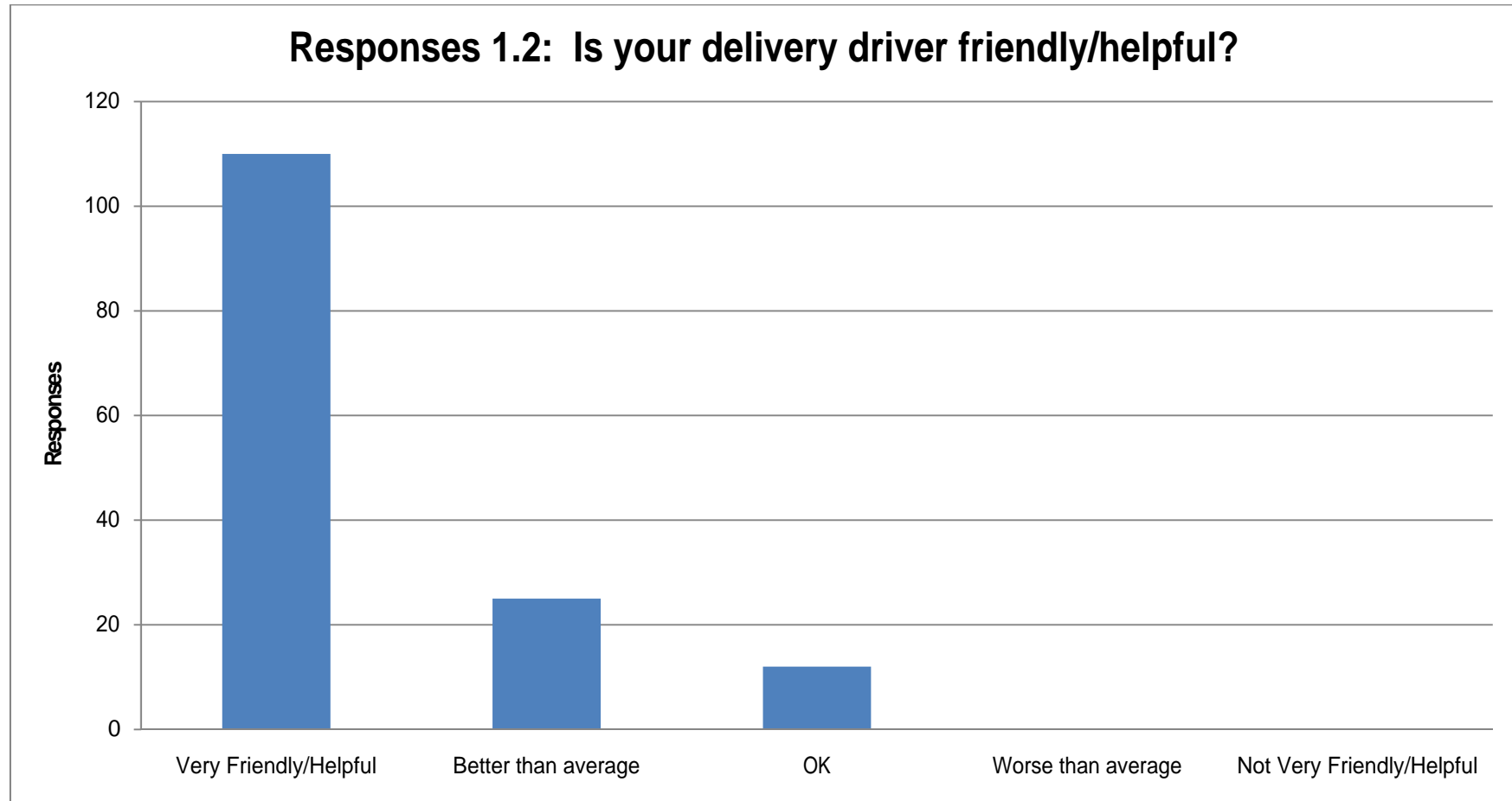
Questions Asked:

1. How Do You Rate Our Staff.
 - 1.1. Are our office staff friendly/helpful?
 - 1.2. Is your delivery driver friendly/helpful?
 - 1.3. Comments

2. The Document Ordering Website.
 - 2.1. The ordering website is easy to use?
 - 2.2. Comments

3. Our Service.
 - 3.1. How would you rate our service out of 10?
 - 3.2. Is there anything we could do better?







1.3: How Do You Rate Our Staff?

All staff I have spoken to are very helpful and know exactly how to be of assistance

Always on time & mannerly

Always receive great service. Grant Hutchinson in particular has always gone out of his way to help us.

always will to bring items even if ordered late

Answers any questions I have with no problem.

any problems I call straight away and it's usually sorted quickly and delivery is great too, no complaints

brilliant service

Do not have any dealings with office staff now that everything is done online

Drivers are always very cheerful and never moan. Its nice to see the same faces as they must enjoy their jobs.

Easy to use and helpful and reliable service.

Excellent all-round service and in particular very helpful telephone support from Kelly's staff when I first used the retrieval service.

Excellent Customer Service

Fantastic service all round

Have only had one collection/delivery and was from [place name removed] so had no actual contact with driver

Haven't used the service for long though.





Kelly's Document Storage Customer Satisfaction Survey Results 2011

Haven't used them much recently but have always been polite and helpful

I always find your driver very helpful and cheerful.

I always receive a very prompt reply to any orders or queries.

I cannot answer as I have had no dealings with the driver - boxes/files are already delivered or uplifted before I reach the office.

I do not see the driver as its the post room that deals with them.

I have always had a good service from all the staff at Kellys that I have had dealings with from office staff to delivery men.

I have dealt with different departments and spoken to quite a few members of your team. They were all very professional and helpful. However I would like to make a special mention to Elaine - our account manager, Dean is a driver that collected our order and Colin Brown that works in the warehouse they have all shown me exceptional service and I would like to say that I have received the best service.

I think the service you provide is excellent. Elaine is especially helpful and also willing to search if a file cannot be found.

If there is ever a problem Elaine is always able to help and never seems to be a problem. Drivers are always very cheerful as we seem to have the same coming so they are used to us too!

I'm afraid we are not an excessive user of the service but I have always found Kellys to be straightforward and easy to deal with.

Initially we have had some issues around receiving invoices before our direct debit was taken out and we didn't realise/it wasn't explained to us that we need to tell you when we permanently remove a box but now those have been cleared up all seems to work well.

It hasn't been made clear to me how to use your online website to request collection and deliveries.

Never any problems.



Kelly's Document Storage Customer Satisfaction Survey Results 2011

nothing seems to be too much trouble for anyone from Kelly's

Other organisations should copy them!

"Our Driver Terry is always helpful and has a jolly outlook. He always seems quite happy even when he is under a bit of pressure, we look forward to him coming into the office."

Our regularly delivery/collection driver is extremely friendly and helpful always willing to go the extra mile.

professional Excellent service from start to end

Response was quick, delivery was quick and the requested boxes were all present.

Seems a quick and efficient service, no complaints really!

Sent email - didn't get a response as quick as I thought I would. Had a dispute with a staff member who was rude to me

Since the start we have received exemplary service from Kelly's both at the office and with delivery drivers. All very friendly, polite & courteous and accommodating.

TBH I can't remember the last time I called, but I would remember if I had experienced bad service.

Terry is always happy to deliver boxes to individual people rather than just dump them by the door

The communication is excellent if we have a problem locating anything the staff go all out to help.

The driver is always courteous and helpful.

The time taken by your staff to explain your procedures was very much appreciated.

Very good service.



Kelly's Document Storage Customer Satisfaction Survey Results 2011

Very impressed with the service. Never encountered a problem with the service yet.

We are at the top of a couple of incredibly steep flights of stairs but the delivery men still manage to smile through the wheezing

We are very happy with the Kellys service.

We have always found the Kelly's staff to be excellent every time we have contacted them and when they deliver or collect anything.

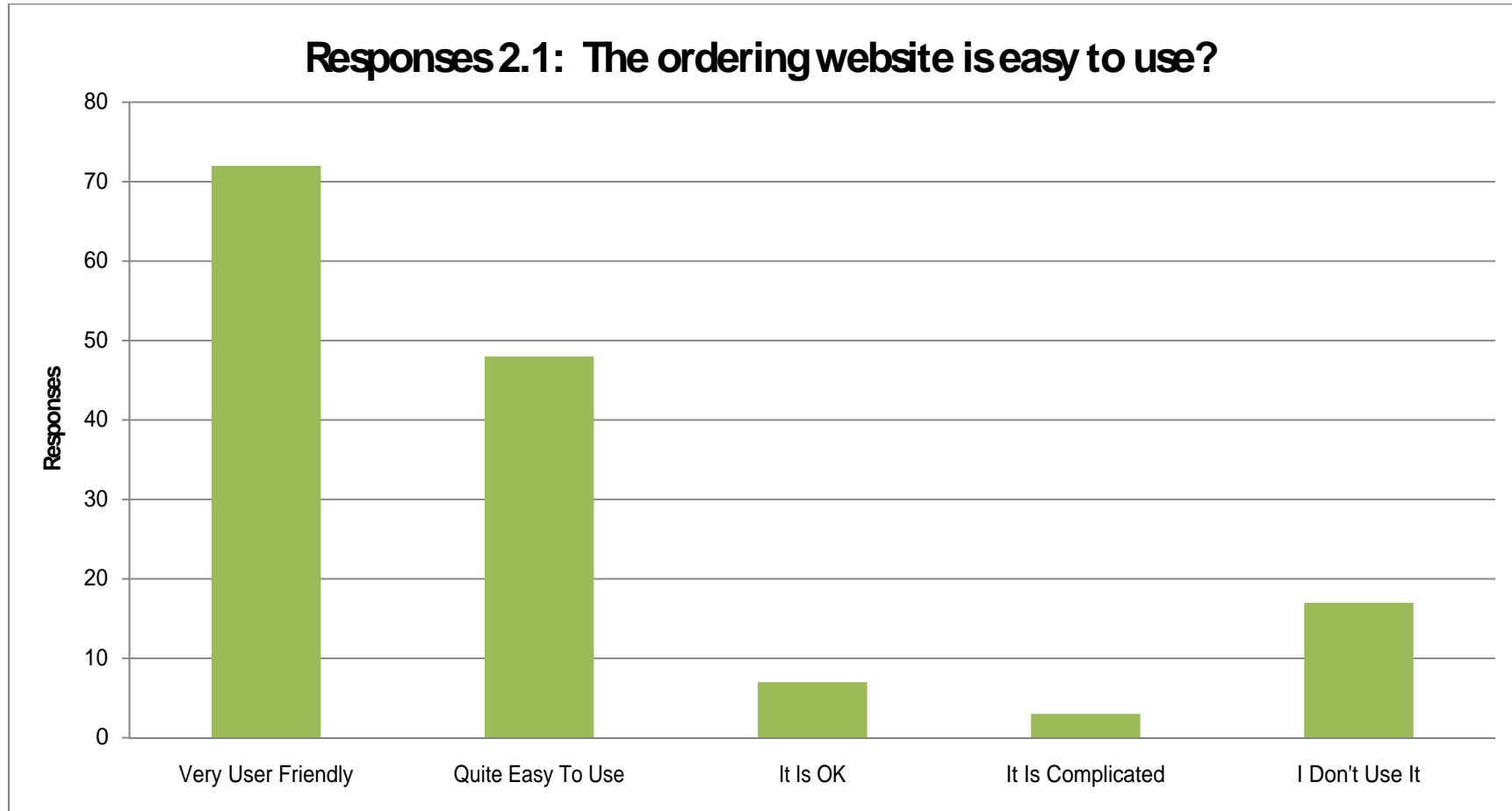
We have had an excellent service and hope this continues. It makes our job so much easier. Thank you

We have had so few deliveries as [name of customer removed] usually delivers the boxes to the depot himself, so have put OK but suspect on current record that they would be "better than average"

We have only had to retrieve two boxes but the process was easy and painless

When calling the phone is always answered promptly and the person is always polite and helpful. The driver is always polite and helpful.

When we recently had some items returned he placed them exactly wehre wanted them and was friendly and chatty





2.2: The Document Ordering Website.

A good site with a good layout.

A whole lot easier than some other service providers.

couldn't be easier

For an IT 'thick person' great!

Had to phone up for guidance, but worked it out now!

Have not had any problems with it at all

I can say that because I don't do the ordering but I'm sure my colleague would soon let me know of any problems!

I email you the details, have never used the website, where ever this may be.

I have never been able to arrange collection through the website. It would be much better if I could.

I have only used it a few times, it doesnt always work

I haven't used it although I expect it would be efficient!

I inherited the job of archiving and with no instructions I found the site initially very confusing, but I have got use to it

I just email any requests I have.

In my opinion the website is very easy to use and self explanatory

It is the easiest ordering website that I have met



Kelly's Document Storage Customer Satisfaction Survey Results 2011

It is the easiest web site to use better than other storage companies. and you get a quick response in confirmation.

Laid out very well and straight forward to use.

Much improved

My only problem is naming of the boxes - can't use the same name twice, but the box isn't big enough to put in the dates etc which would help differentiate. i.e. we send accounts twice a year

Never had a problem with collection or delivery of new or retrieved boxes.

never had a problem with it

-once I got the hang of it!

ordering by email is fine

Pretty good. We use tape storage and so the terminology is a little off. The website uses boxes and files.

So simple to use

some information is not readily available

The latest 'version' is better than before. Now it is easier to use it.

Took a while to get to grips with it, but instructions were helpful.

tried to uplift a order would't work had to email it

unclear on how to log tape requests and collections

Very easy



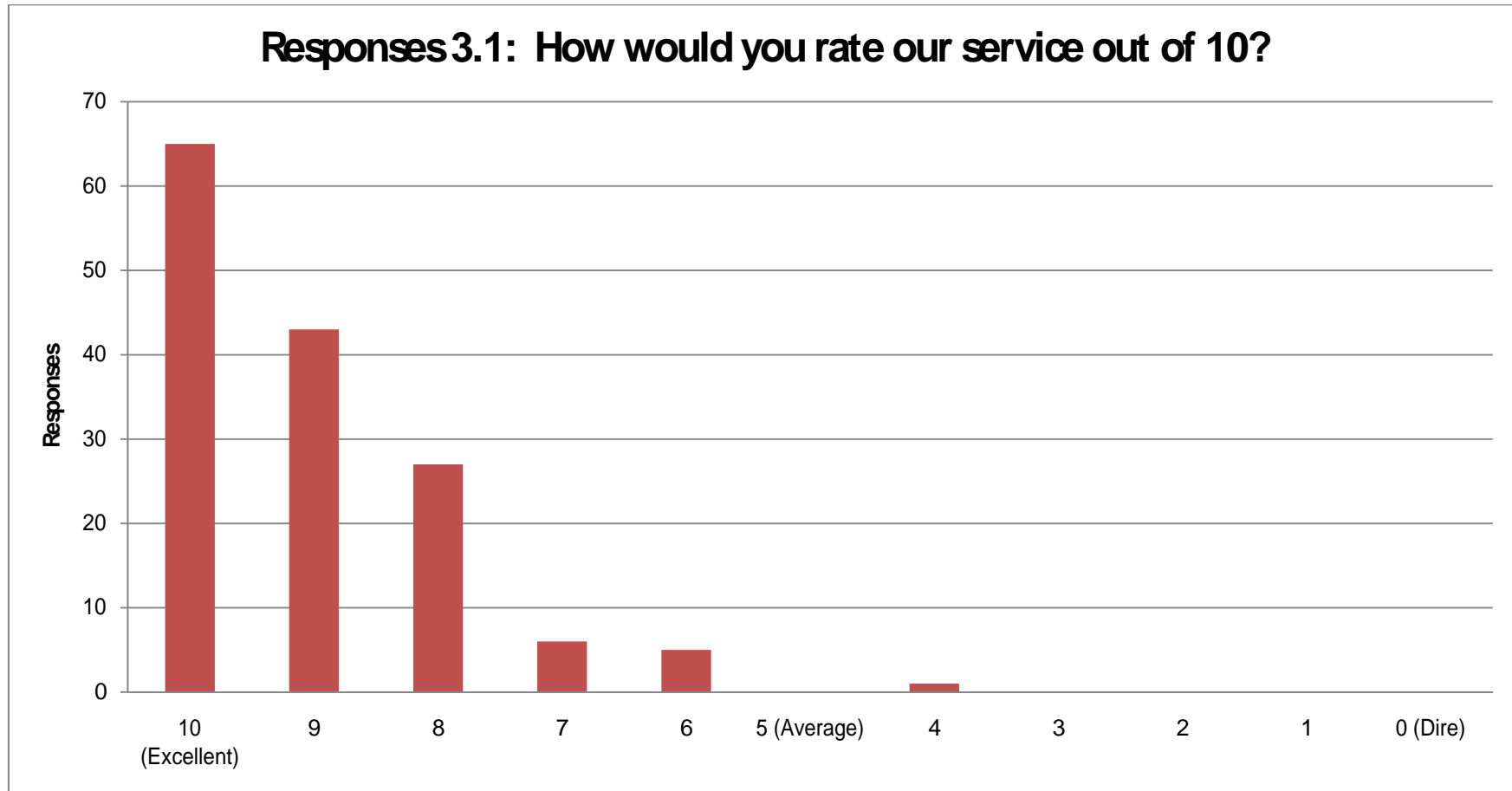
Kelly's Document Storage Customer Satisfaction Survey Results 2011

Very easy to use, or if i have the occasional question, Kellys always helps me over the phone and talks me through what to do online

Very quick and easy to use even when I have forgotten my password it sends you a reset one straight away, no complaints here.

We store media (tapes) with you and the web site seems more tuned to document storage.

Yup.



Of 147 Responses, 108 Rated Kelly's Document Storage 9 or 10 out of 10, Average Rating 9.04



3.2: Our Service – Is There Anything We Could Do Better?

Yes - reduce the rates charged!!

Would be a 10, but I've always had to have a think about how to do things in the website. It's not intuitive.

We havent been using you very long but so far things seem ok

We have had tapes missed off the delivery. When we increase tapes they additions have not filtered down to the picking schedule.

We have had problems with our normal delivery day and being charged for next day delivery

we have been very happy with the service so far

Terminology on the website & I am also not receiving notifications via email

So far you have met all the needs that we have

Possibly, but I can't think of anything right now - you just can't have 10/10.

I suspect the collection will be as good as the delivery so very happy with the service. Thank you

Improve website ease of use - although the last time I used it was about two years ago so it might already be better.

Of the services we have used there have been no problems

Nothing comes to mind

Not that I can think of.



Kelly's Document Storage Customer Satisfaction Survey Results 2011

Not that i can think of

Not really, I tend not to mark anyone 10 out of 10!

Not make surcharge on returning single file rather than whole box

Not from whay I can see, we are very happy with the service we receive.

Not as far as we are aware

No. I am very happy with the service provided.

No, it gives me what I want, when I want.

No, carry on as you are !

No problems there.

No - we have never had reason to complain

My assistant has had issues in the past where files could not be found in boxes but were found when checked again. Glad to say this seems to have been resolved

making usre the driver arrives at the time requested and not earlier

Make the online service a little easier.



Kelly's Document Storage Customer Satisfaction Survey Results 2011

Just continue with the service as it is please.

Itemise on bills

Improve your website.

I think the user guide sent out with your password is really useful. Overall not a lot you can improve on.

I think the service is fine

I only arrange the collections and deliveries. My only comment would be that we sometimes have to wait a week or so until the driver is in the area for pickups.

I don't think so. We experience no problems.

I do not think so the drivers your web site are all user friendly.

I can't think of anything

Excellent +

Discount will be nice when storing more than one box

Cannot find fault

Always been satisfied with placing / receiving orders and communications - no problems.



Our Response To Customer Feedback

Firstly, I would like to thank all customers who took the time to complete the feedback form, I am happy that almost all customers are experiencing a high standard of service from Kelly's Storage.

With this said, I am also happy that you have identified several things we could be doing better.

We have noted that customers are experiencing better service from our office staff than from our transport department. We will be discussing this in our regular meetings with all transport staff.

With reference to the customer who mentioned in section 1.3 to have experienced a rude member of staff at Kelly's: I have requested that the account manager immediately speak to the customer in question and report back to myself with further details on this incident.

I note that most customers are happy with our website, but that some customers have had issues. These customers will be offered free training with their account manager, who will in turn report any potential areas of improvement to our software development team.

I have also asked our software development team to investigate how to better integrate data tape storage into our website with reference to comments made by some customers regarding some of the terminology used on the website.

The customer who mentioned the size of the input fields for item descriptions/dates on our website will be informed of the longer description field which was added to the website following action taken as a result of last years customer feedback.

All issues relating to the website, notification emails, invoicing, etc will be investigated by our IT department.

I have asked the account manager to investigate the issue raised in section 3.2 of a customer having tapes missing from their orders.

To the customer who enquired as to why file services are more expensive than a box service: This is due to the fact that picking a box, and then locating individual files inside that box is much more labour intensive than just picking the box – unfortunately, this is an unavoidable reality of this service.



Kelly's Document Storage Customer Satisfaction Survey Results 2011

With reference to comments about late or early deliveries and collections, I will be discussing this with our transport planning department and the account managers, to identify solutions for these customers, and if necessary contact the customers in question with respect to updating their terms of service.

Finally, I would like to thank all of our customers for choosing Kelly's Storage, and look forward to improving our service to you in the future.

Paul Martin (Director)

