

Driver Survey – General Questionnaire

Order	Subject	Sequence	Description	Type of Field	Choices	Rules	Include (yes/no)	Comments
1	Introduction	Intro Text	Thank you for taking the time to complete this short survey intended to harness an in-depth understanding of xxx driver base, vehicle and benefit options as well as gauge your views on the current service provided in supporting your needs. The length of the survey is approximately 15 minutes and will ask you to comment on the extent to which you agree or disagree against a number of statements. Your responses to this survey will be kept in strict confidence and will be used to assess current performance and drive future product and service developments.					
2	Personal Details	1	My employee number is:-	Free Entry				
2	Personal Details	2	My Driver Grade is (drop down list):-	Drop Down				
2	Personal Details	3	My office location is (drop down list)	Drop Down				
2	Personal Details	4	My age category is	Drop Down	Under 25, 26-30, 31-50, 50+			
3	Company Car	1	Company Car Details	Drop Down	Drive a company Car, Select Cash Option			
3	Company Car	2	My current vehicle make is:- (e.g. Vauxhall)	Free Entry				
3	Company Car	3	My current vehicle Model is:- (e.g. Vectra)	Free Entry				
3	Company Car	4	My annual mileage (business and private) is approximately (choose from drop down):-	Drop Down	Zero [] Under 1000 [] 1000 – 3000 [] 5000 – 8000 [] 8000 – 10,000 [] 10,000 – 12,000 [] 12,000 – 16,000 [] 16,000 – 20,000 [] 20,000 – 25,000 [] 25,000 + []			
3	Company Car	5	From the list of manufacturers below, I would rate each to be (choose one for each manufacturer:-					
3	Company Car	6	From the manufacturers listed, I would rank my top five to be where 1 is the highest rank:-	Radio Button	1st Choice, 2nd Choice, 3rd Choice, 4th Choice, 5th Choice			
3	Company Car	7	From the list below, I would rate the the following key criteria when making my car selection as	Scale 1 - 10: 1 = Not Important, 10 = Very Important	Brand/Image Value for money MPG Green Lifestyle Performance			
3	Company Car	8	In terms of green issues, I would be willing to pay more for CO2 efficient cars	Yes/No				
3	Company Car	9	Typically my journey to and from my place of work is:-	Drop Down	Under 5 miles [] 6 – 10 miles [] 11 – 15 miles [] 16 – 25 miles [] 26 – 50 miles [] Over 50 miles []			

Driver Survey – General Questionnaire

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3	Company Car	10	My primary form of transportation for business purposes are:-	Drop Down	Car [] Train [] Bus [] Plane []			
3	Company Car	11	When using a car for business purposes, this is typically:-	Drop Down	My own car [] Partner's car [] Hire a car personally [] Hire a car via xx [] Borrow someone else's car [] Car share with a colleague []			
3	Company Car	12	When using a car for business purposes (whether frequently or rarely), I claim the business miles:-	Drop Down				
3	Company Car	13	I have chosen the cash option for [] Years [] Months	Free Entry				
3	Company Car	14	I opted for cash because (please choose one or more reasons) :-	Drop Down				
3	Company Car	15	If I were to move to a company car, I would like to change the current Company Car scheme to include (please choose one or more) :-	Multple Choice	Wider choice of manufacturers [] Specific manufacturers added [] if so, which manufacturers (please list) Higher spec of car [] Different financial offer (e.g. ECO scheme) [] Unless personal circumstances change, I would never want a car [] Other (please specify)			
4	1st Contact Experience	Intro Text	If you have recently joined the Company Car Scheme or have renewed your vehicle within the last 12 months, we would like to understand your experience against the following statements.					
4	1st Contact Experience	1	I have joined the Company Car Scheme in the last 12 months (and/or renewed my vehicle in the last 12 months)	Yes/No		If answered No, close section		IF NO, GO STRAIGHT TO DRIVER HELPLINE/ CUSTOMER SERVICES SECTION, IF YES GO TO SECTION 6
4	1st Contact Experience	2	I was provided with sufficient and timely information regarding the Company Car Scheme	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
4	1st Contact Experience	2a	Please give an example to illustrate your answer	Free Entry				
4	1st Contact Experience	3	I know when and how I contact GE for all my specific needs as a driver (e.g. quote, order, arranging servicing, fines, tyres etc.)	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
4	1st Contact Experience	3a	Comments	Free Entry				

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5	Manual Ordering	1	The process for order authorisation was clear	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
5	Manual Ordering	1a	Comments	Free Entry				
5	Manual Ordering	2	The quote and order process went smoothly	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
5	Manual Ordering	2a	Comments	Free Entry				
6	Online Ordering	Intro Text	We would like to understand your experience when ordering a vehicle using the online system. Please rate the following statements and make any comments which may support your response.					
6	Online Ordering	1	Have you ordered a car through the GE online iQuote system?	Yes/No		If answered No, close section		
6	Online Ordering	1a	Comments	Free Entry				
6	Online Ordering	2	I was provided with clear instructions on how to access the online vehicle quotation and ordering system	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	2a	Please give an example to illustrate your answer	Free Entry				
6	Online Ordering	2	I was able to access the online quote and order system easily	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	2a	Comments	Free Entry				
6	Online Ordering	3	I was able to navigate the online quote and order system easily	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	3a	Comments	Free Entry				
6	Online Ordering	4	I experienced no problems in terms of fast and consistent connection	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	4a	Comments	Free Entry				
6	Online Ordering	5	The online ordering system contains all the information I need to progress my order	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	5a	Comments	Free Entry				
6	Online Ordering	6	The look and feel of the online ordering system met my requirements	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	6a	Comments	Free Entry				

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6	Online Ordering	6	In the cases when I contacted the Driver Helpline to assist me with the online system, my queries were resolved quickly and professionally.	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	6a	Comments	Free Entry				
6	Online Ordering	7	Overall, the online ordering system met all my requirements	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
6	Online Ordering	7a	Comments	Free Entry				
7	Order Authorisation	Intro Text	Please rate the following statements and make any comments which may support your response.					
7	Order Authorisation	1	I received my order authorisation request from the Driver Helpline in a timely manner	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
7	Order Authorisation	1a	Comments	Free Entry				
8	Vehicle Collection	Intro Text	Please rate the following statements and make any comments which may support your response.			If answered No, close section		
8	Vehicle Collection	1	I have returned a company car within the last 2 years	Yes/No				
8	Vehicle Collection	2	I was fully aware of the vehicle collection process	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
8	Vehicle Collection	2a	Comments	Free Entry				
9	Vehicle Delivery	2	I was kept proactively updated on status of order and the expected delivery date of my vehicle	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	2a	Comments	Free Entry				
9	Vehicle Delivery	3	The vehicle was delivered on the day and location agreed	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	3a	Comments	Free Entry				
9	Vehicle Delivery	4	The vehicle delivered met my original order specifications	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	4a	Comments	Free Entry				
9	Vehicle Delivery	5	The condition of the vehicle upon delivery was to my satisfaction	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	5a	Comments	Free Entry				
9	Vehicle Delivery	6	The handover of the vehicle, including familiarisation with the new vehicle's operations and controls, was conducted to my satisfaction	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				

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9	Vehicle Delivery	6a	Comments	Free Entry				
9	Vehicle Delivery	7	The driver helpline card (which shows useful contact numbers) arrived in a timely manner	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	7a	Comments	Free Entry				
9	Vehicle Delivery	8	The letter accompanying the driver helpline card contained clear instructions	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	8a	Comments	Free Entry				
9	Vehicle Delivery	9	The Driver Handbook provided me with relevant and clear guidelines for all my driving needs (e.g. Servicing and maintenance, Glass repairs, fines etc.)	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	9a	Comments	Free Entry				
9	Vehicle Delivery	9	The Driver Fuel Card arrived in a timely manner	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
9	Vehicle Delivery	9a	Comments	Free Entry				
10	The Driver Helpline / Customer Services	Intro Text	Please rate the following statements and make any comments which may support your response.					
10	The Driver Helpline / Customer Services	1	The Customer Services/Helpline is able to resolve my queries or issues first time	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
10	The Driver Helpline / Customer Services	1a	Comments	Free Entry				
10	The Driver Helpline / Customer Services	2	I am kept fully informed of the status of my query or issue	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
10	The Driver Helpline / Customer Services	2a	Comments	Free Entry				
10	The Driver Helpline / Customer Services	2	My call is always answered promptly and in a professional and courteous manner	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
10	The Driver Helpline / Customer Services	2a	Comments	Free Entry				
10	The Driver Helpline / Customer Services	3	The Driver Helpline consistently provides a high level of support and meets my expectations	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
10	The Driver Helpline / Customer Services	3a	Comments	Free Entry				
10	The Driver Helpline / Customer Services							

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11	Services	1	Please rate your experience of the following services	Scale 1 - 10: 1 = Poor, 10 = Excellent, Not Applicable	Roadside/Breakdown Assistance Service and Maintenance Tyres SMS Text Information Daily Vehicle Rental use Demonstration vehicles Accident Management Foreign travel documentation Auto Windscreens			
11	Services	1a	Comments	Free Entry				
12	Overall Experience	1	I believe I am kept fully communicated on relevant and timely information for all my driving needs	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
12	Overall Experience	1a	Comments	Free Entry				
12	Overall Experience	2	I believe I am consistently looked after for all my driving needs	Scale 1 - 10: 1 = Strongly Disagree, 10 = Strongly Agree, Not Applicable				
12	Overall Experience	2a	Comments	Free Entry				
12	Overall Experience	1	On a scale of 1-10 (Where 10 is highly recommended) how willing are you to recommend the overall service provided to a colleague or associate	Scale 1 - 10: 1 = Highly Recommend, 10 = Not Recommend, Not Applicable				
12	Overall Experience	1a	What are the key reasons for your rating?	Free Entry				
12	Overall Experience	2	What improvements do we need to make in order to be rated or continue to be rated a 9 or 10?	Free Entry				
13	Survey Close	1	I would be happy to be contacted in the future to offer further information with regard to this survey Yes/No	Yes/No				
13	Survey Close	2	I would be interested in participating in future user forum	Yes/No				
13	Survey Close	3	I would like someone to contact me with regard to my responses to this survey	Yes/No				
13	Survey Close	Close Text	You have now completed the survey. Thank you for completing this driver satisfaction survey.					
13	Survey Close	4	Please enter your car registration details	Free Entry				If answered yes to either 13.1, 13.2, 13.3
13	Survey Close	5	Please enter your email address	Free Entry				If answered yes to either 13.1, 13.2, 13.3