



**WALLEM MARITIME SERVICES, INC.**  
Principal Satisfaction Survey

Principal

Vessels

Date

**Rating Scale**

- 1  Dissatisfied
- 2  Neither Satisfied/Dissatisfied
- 3  Satisfied
- 4  Very Satisfied

Please check your rating and give us your comments on how we can improve our service to you. If your rating is 2 or below please ensure that you provide us details of your concern so we may act on this immediately.

**Factors**

**Rating**

**Comments**

How can we improve our service to you?

Factors	Rating				Comments
	1	2	3	4	
1. Quality of seafarers deployed by WMSI to vessels (quality to mean competence, technical knowledge, medical/ physical fitness, discipline/ attitude, ability to interact with other cultures/ crew of WMSI seafarers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Quality – accessibility of/ ease of contacting WMSI staff/officers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Quality – accuracy of accounting statements sent by WMSI and timeliness of dispatch of bills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Quality – WMSI's ability to respond to queries/ concerns on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. WMSI's ability to protect interest of principal at all times in handling legal cases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. WMSI's ability to protect interests of principal at all times in handling of medical / death / disability claims.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Knowledge – seafarers deployed by WMSI are properly briefed on principal's ISM policy and SMS Manual prior joining vessel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Value for your Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Delivery – WMSI's ability to deliver principal's requirements on time (includes dispatch and proper documentation of crew for contract duration).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Comments on this questionnaire**

This form is continually evaluated as to its effectiveness. We would appreciate your comment/suggestions to the improvement of this form.

**Name/Signature**

**Position**