

25 July, 2007

Australian  
Achiever®

A W A R D S

Excellence in Customer Service

## Media Release

### TOTAL TRANSPORT & LOGISTICS SCORES 92.37% FOR CUSTOMER SATISFACTION

The judging process for the 2007 Australian Achiever Awards for Victoria's Transport, Delivery & Freight Services category was completed on 25th July.

**Total Transport & Logistics** scored a highly recommended 92.37%.

Now into a tenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a businesses' own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Some of the comments Australian Achiever received from Total Transport & Logistics clients are:

*"We have had a reasonably long history with Total Transport and they are a very professional outfit who know their business very well. They don't claim to do things that they cannot do. They have very high standards and are an extremely important part of our business - a great business partner. They give excellent personalised customer service and keep their promises."*

*"I find that, in comparison with other companies over a long time, Total Transport have proved themselves to be a good business partner for us. Their business relationship has always been an open and honest one. They are professional, friendly and provide good customer service."*

*"Total Transport are professional, friendly and obliging. Their rates are good and are good value for money. They position themselves correctly for what goods and services they provide. They have worked very hard to continually improve their service. Their drivers are well presented and professional and the presentation of their vehicles is extremely good. We are very happy with our association with them."*

ENDS: For verification of this report, please call  
Geoff Harwood, Director, Australian Achiever, 1800 638 318.

Encourage,

Recognise and

Promote Quality

Customer Service

in business