



## SINGAPORE CUSTOMS

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Your Ref:

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All Traders and Declaring Agents

## RESULTS OF TRADER'S SATISFACTION SURVEY 2011

As part of our drive for continual service improvement aim to serve you better, Singapore Customs conducts and participates in surveys such as Trader's Satisfaction Survey (TSS) and Pro-Enterprise Ranking Survey (PER) to measure our customers' satisfaction and to hear you.

2 The TSS 2011 shows an improvement in customer's satisfaction, with the Overall Satisfaction Index increasing from 6.51 to 6.76 (out of an 8 point scale). The percentage of traders who rated their overall satisfaction a 7 and above (out of an 8 point scale) has also increased by 13.6%. We wish to thank all survey respondents for this positive acknowledgement of our service efforts by indicating an overall increase in satisfaction.

3 We have been continuously working to make improvements to our processes and procedures and have instituted many enhancements after studying the results and feedback from these surveys. For more information on the survey results and responses, please refer to our website <http://www.customs.gov.sg> by clicking on 'Publication' (top menu) followed by 'Trader's Satisfaction Survey Results' (left menu) or by clicking [here](#).

4 We sincerely thank all survey respondents for their valuable feedback and suggestions and will continue to streamline our procedures and processes with the objective of making trade easy, fair and secure. If you have any further feedback, we welcome you to email it to [customs\\_client\\_relations@customs.gov.sg](mailto:customs_client_relations@customs.gov.sg)

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