

ABD/Ruan Customer Survey Results

FEBRUARY 25, 2020

Iowa ABD/Ruan Customer Survey

On April 15, 2019, the Iowa Alcoholic Beverages Division (ABD) partnered with Ruan Transportation Management Systems (Ruan) for dedicated contract transportation and value-added warehousing services in order to provide the highest level of service to its Class “E” customers.

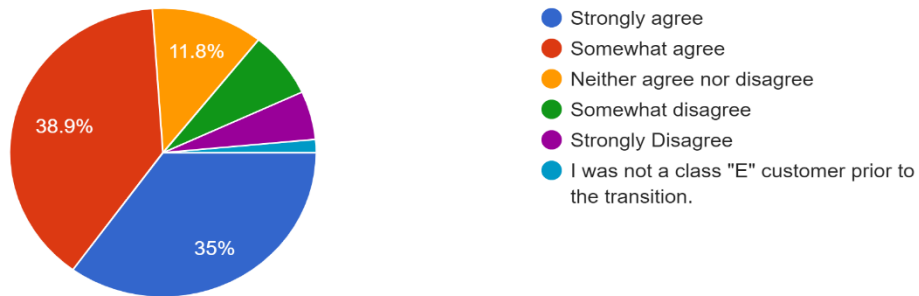
In order to gauge performance, the Iowa ABD/Ruan Customer Survey was sent to Class “E” customers. The survey was comprised of 11 questions. Questions 1-3 related to the transition of services. The remaining questions related to the daily operations of the customer after the transition of services.

The Iowa ABD/Ruan Customer Survey response period was February 4-17, 2020. Survey was to 1321 unique email addresses. 203 responses were received. Survey results will be used to guide process improvement during year two of the contract period.

Survey Results

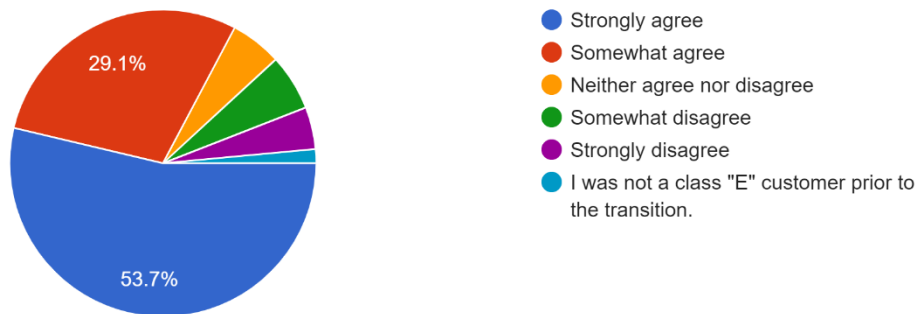
1. The transition to Iowa ABD/Ruan for spirits delivery was executed smoothly.

203 responses



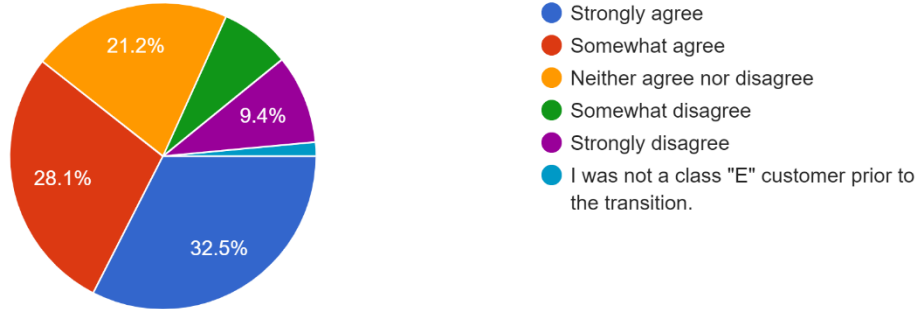
2. As a result of the transition, there were some delivery schedule changes. Did Iowa ABD/Ruan communicate schedule changes in time for you to adjust order and receiving processes?

203 responses



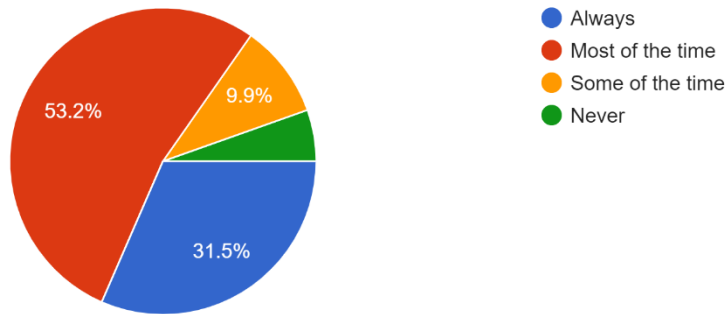
3. As a result of the transition, Iowa ABD/Ruan now has greater flexibility for scheduling deliveries made during the holidays. Did this change improve the overall services provided during the holidays?

203 responses



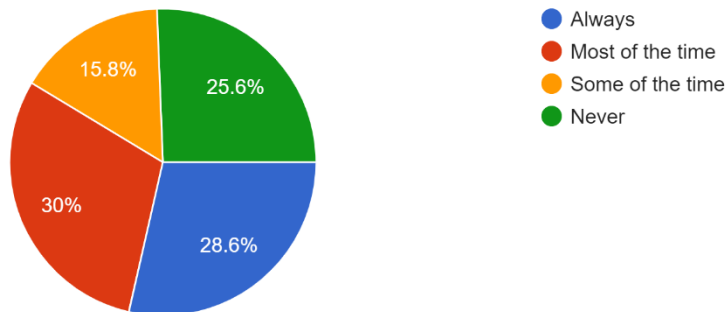
4. Deliveries arrive at the expected time.

203 responses



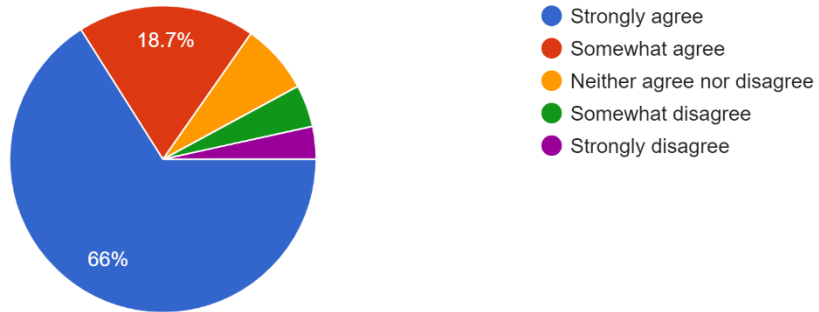
5. I am notified ahead of time when a scheduled delivery is going to be late and given a new estimated time of arrival.

203 responses



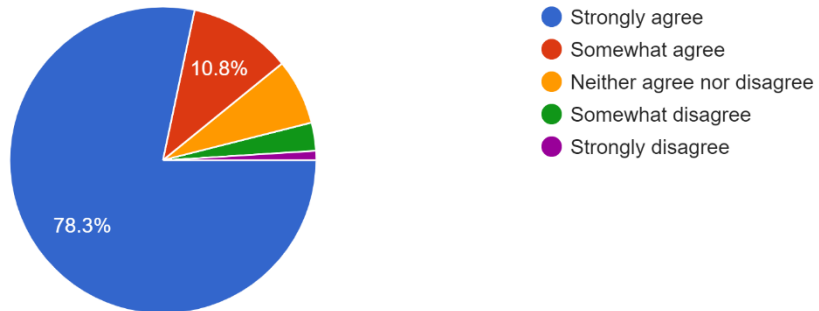
6. Drivers are polite and cooperative.

203 responses



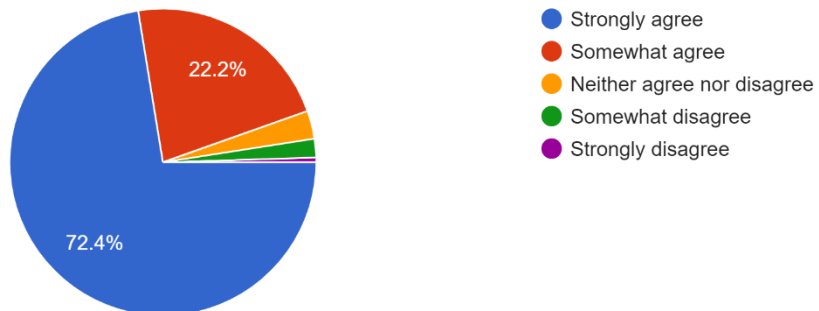
7. Drivers park in a position on my lot that does not impact my business.

203 responses



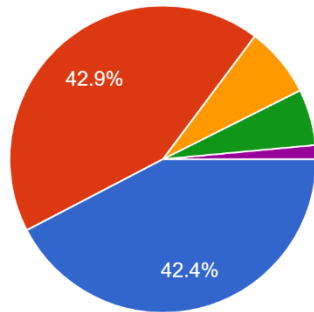
8. Drivers have the required equipment to complete the delivery in the most efficient manner.

203 responses



9. Deliveries arrive without damages.

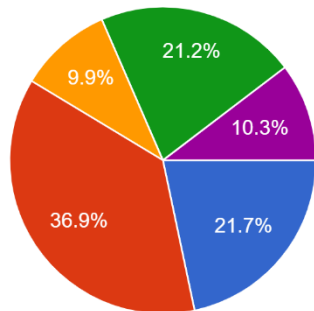
203 responses



- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

10. Deliveries arrive without overages or shortages.

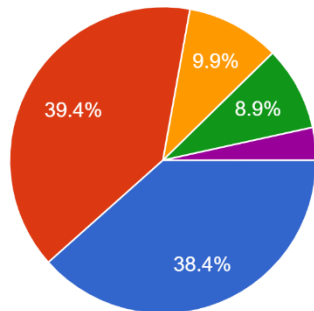
203 responses



- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

11. Overall, the services provided have been satisfactory.

203 responses



- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree