

CUSTOMER SATISFACTION SURVEY – EXPOSTAR YAOL

Reliable shipping solutions

BPM-ISO — Code: F-MV-001

		BPM-ISO	Código: F-MV-001 Fecha: Nov. 2025 Versión: 00
No.	QUESTION	OPTIONS / RESPONSE	
1	How long have you been doing business with EXPOSTAR YAOL?	☐ One month or less ☐ 1–3 months ☐ 3–6 months ☐ 6 months–1 year ☐ 1–3 years ☐ More than 3 years	
2	How often do you request services from EXPOSTAR YAOL?	☐ Weekly ☐ Monthly ☐ Quarterly ☐ Semi-annually ☐ Annually ☐ Only once	
3	How likely are you to request our foreign trade services again?	☐ Very likely ☐ Likely ☐ Unlikely ☐ Not likely	
4	What product or service did you request?		
5	How do you rate the quality of the information provided?	☐ High ☐ Good ☐ Average ☐ Poor	
6	How was the resolution process for your questions?	☐ Fast ☐ Slow ☐ Insufficient ☐ Very good service	
7	Likelihood of recommending us (1 = Very unlikely, 5 = Very likely):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	
8	Overall satisfaction level (1 = dissatisfied, 5 = fully satisfied):	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	
9	Recommendations for improvement:		
10	Additional comments or suggestions:		

Client Information

FIELD	DATA
Company	_____
Full Name	_____
Position	_____
Date	_____
Signature	_____

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We sincerely appreciate your cooperation. Your feedback drives the continuous improvement of EXPOSTAR YAOL's commercial management, where "quality is our commitment and trust are our guarantee."



Prepared by	Approved by
MSC. Katiuska Méndez Specialist in Standards & Management Systems Date: October 2025	Osvaldo Izquierdo Company Director Date: Nov. 2025

OSVALDO A. IZQUIERDO C
Gerente General