



Welcome
Bienvenue
Bienvenido
欢迎

Begin the survey

A NOTE ON SURVEY NAVIGATION:

You may have to move down each screen in order to see all of the questions. PLEASE DO NOT USE THE BUTTONS ON YOUR BROWSER TO MOVE FORWARD OR BACKWARD THROUGH THE SURVEY. Instead, click the Previous, Next, or Resume Later buttons at the bottom of each screen.

You may interrupt your session at any time and resume your answer later. You were provided with a link specific to our company. This link allows you to enter and re-enter the LPI 2006 Survey website. If you re-enter, you will be returned to the place in the survey where you stopped. Please make note of it or save it for future reference

If you need any technical help, or have any questions or comments about the Survey, please do not hesitate to contact us directly at mmustra@worldbank.org.

Thank you for your participation in this important global initiative and for providing your feedback.



Please select from each group the option that best describes your current work:

1/27. Your position in your company (choose one):

<input type="checkbox"/>	Senior Executive
<input type="checkbox"/>	Area or Country Manager
<input type="checkbox"/>	Department Manager
<input type="checkbox"/>	Supervisor
<input type="checkbox"/>	Operations
<input type="checkbox"/>	Other

2/27. The logistics operations you typically deal with in your work (choose one):

<input type="checkbox"/>	Maritime
<input type="checkbox"/>	Road
<input type="checkbox"/>	Rail
<input type="checkbox"/>	Multimodal
<input type="checkbox"/>	Air Transport and/or express delivery
<input type="checkbox"/>	All of the above

3/27. Main line of your work (choose one):

<input type="checkbox"/>	Full loads
<input type="checkbox"/>	Less than full loads
<input type="checkbox"/>	Warehousing and Distribution
<input type="checkbox"/>	Project shipments
<input type="checkbox"/>	Bulk cargo
<input type="checkbox"/>	Ro-Ro
<input type="checkbox"/>	Road transit
<input type="checkbox"/>	Customer tailored logistics solutions
<input type="checkbox"/>	Courier services
<input type="checkbox"/>	Most of the above
<input type="checkbox"/>	Other (i.e. Sales, Management, IT)

4/27. Direction of trade and transport you are primarily dealing with (choose one):

<input type="checkbox"/>	Export
<input type="checkbox"/>	Import
<input type="checkbox"/>	Export and Import
<input type="checkbox"/>	Domestic
<input type="checkbox"/>	All

5/27. Which of the following geographical regions do you deal with most in your work (choose one):

7/27. Organizational level of your unit:

<input type="checkbox"/>	Corporate Headquarters
<input type="checkbox"/>	Regional Headquarters
<input type="checkbox"/>	Country Branch Office
<input type="checkbox"/>	Local Branch Office

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6/27. Enter the postal or ZIP code of your facility if you know it (alternatively enter the name of the city):

8/27. The country you are currently working in:



In this part of the questionnaire, you are invited to rate eight countries listed below along seven key dimensions in logistics performance.

The countries have been generated according to the trade patterns for your country of work.

Based on your experience in [international logistics](#), please provide [your perception](#) of the following countries against the generally accepted industry standards or practices. Please select the option that [best applies](#) to each individual country:

9/27. Rate the [effectiveness and efficiency of the clearance process](#) by Customs and other border control agencies in...

	Very low	Low	Average	High	Very high
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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10/27. Evaluate the quality of [infrastructure in use for logistics operations](#) (e.g. ports, railroads, information technology) in...

	Very low	Low	Average	High	Very high
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11/27. Assess the [ease and affordability associated with arranging shipments](#) to or from...

	Very low	Low	Average	High	Very high
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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12/27. Evaluate the level of [competence of the logistics industry](#) (e.g. transport operators, customs brokers) in...

	Very low	Low	Average	High	Very high
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13/27. Rate the [ability to track and trace your consignments](#) when shipping to or from...

	Very low	Low	Average	High	Very high
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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14/27. Rate [domestic logistics costs](#) (e.g. local/transit transportation, (air)port and terminal handling, warehousing) in...

	Very high	High	Average	Low	Very low
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15/27. When arranging shipments to the countries listed below, how often do they [reach the consignee within the scheduled delivery time](#)?

	Hardly Ever	Rarely	Sometimes	Often	Nearly Always
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switzerland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Japan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hong Kong, China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Egypt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laos, PDR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costa Rica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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In this part of the questionnaire, you are invited to provide [your perception](#) on logistics [in your country of work](#).

The questions have been grouped according to the following themes: cost, quality of infrastructure, competence, clearance.

16/27. Based on your experience in [international logistics](#), please select the options that [best describe](#) the logistics operational environment [in your country of work](#):

	Very high	High	Average	Low	Very low
Overall, logistics costs (e.g. port charges, domestic transport, agent fees), are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Port/Airport charges are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full truck load rates are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less than full truck load services rates are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail transport rates are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehousing service charges are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17/27. Evaluate the quality of infrastructure in use for logistics operations in your country of work:

	Very low	Low	Average	High	Very high
Fixed transport infrastructure (e.g. ports, roads, warehouses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telecommunications infrastructure and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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18/27. Evaluate the level of competence of the following professions in your country of work:

	Very low	Low	Average	High	Very high
Customs brokers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road transport service providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail transport service providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air transport service providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warehousing and distribution operators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consignees or shippers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freight forwarders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other border crossing-related government agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade and transport related associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19/27. Evaluate the effectiveness and efficiency of the following processes in your country of work:

	Hardly Ever	Rarely	Sometimes	Often	Nearly Always
Are import shipments cleared and delivered as scheduled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are export shipments cleared and shipped as scheduled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is Customs clearance a transparent process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you receive adequate and timely information when regulations change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can Customs declarations be submitted and processed electronically?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do traders demonstrating high levels of compliance receive expedited Customs clearance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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20/27. Evaluate the incidence on your activity of the following constraints in your country of work:

	Nearly Always	Often	Sometimes	Rarely	Hardly Ever
Major delays due to compulsory warehousing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major delays due to pre-shipment inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal activities (e.g. stolen cargo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solicitation of informal payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21/27. Evaluate the evolution of the following factors in your country of work, over the past 3 years:

	Much Worse	Worse	About the Same	Better	Much Better
Customs clearance procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other border crossing-related government agencies clearance procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of transport infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of telecommunications infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of private sector services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory regime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good governance and eradication of corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall business environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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22/27. Including Customs, how many border agencies do you **typically** deal with?

For imports

For exports

23/27. Estimate the time taken between the submission of an accepted Customs declaration and Customs clearance?

24/27. What percentage of your import shipments is physically inspected?

25/27. In case of dispute with Customs or another agency, is it possible to make use of a simple and inexpensive review procedure?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO
<input type="checkbox"/>	Do not know

26/27. What is the percentage of damaged shipments including pilferage?



27/27. Estimate the following time and cost parameters for export pre-carriage and import on-carriage:

	Export pre-carriage:	Import on-carriage:
	Ex Works (shipper) Free On Board (port of loading)	Delivered Ex Ship (port of discharge) Carriage Paid To (consignee)
Best case (<i>up to 10% of the shipments are precarried/oncarried within</i>)	same day	same day
Median case (<i>50% of the shipments arrive within</i>)	same day	same day
Worst case (<i>the slowest 10% of the shipments are precarried/oncarried within</i>)	same day	same day
Typical charge for a 40' dry box container or a semi-trailer (<i>i.e. total cost/charges to transport and port services</i>)	less than 250 \$ (US dollars)	less than 250 \$ (US dollars)

Thank you