



Dear ladies and gentlemen!

Logistics Committee of the Chamber of Commerce and Industry of the Russian Federation conducts a survey prior to the II. EuroAsian Conference “Logistics in Russia: cooperation and development technologies”, which is going to take place April 17th 2014.

It is planned to present results in the report that will be demonstrated to participants of the conference. We will be grateful, if you would spend several minutes to answer these questions.

We guarantee the complete confidentiality of your answers that will be used only together with the answers of other respondents.

Please send the questionnaires till April 1st 2014 to the following E-mail: **uwe.leuschner@wirtschaftsclubrussland.org**

QUESTIONNAIRE

1. General information	
Organization	
Field of activity	
Position	
2. Main part	
1. How would you evaluate the logistics market in Russia? (Choose one option)	<input type="checkbox"/> Positively <input type="checkbox"/> Rather positively <input type="checkbox"/> Negatively <input type="checkbox"/> Rather negatively <input type="checkbox"/> I do not know
2. Which type of transport does your company use for the logistics operations?	<input type="checkbox"/> Railway <input type="checkbox"/> Trucks <input type="checkbox"/> Sea <input type="checkbox"/> Inland water transport <input type="checkbox"/> Air transport
3. Which type of transport has the most potential for logistics in Russia?	<input type="checkbox"/> Railway <input type="checkbox"/> Trucks <input type="checkbox"/> Sea <input type="checkbox"/> Inland water transport <input type="checkbox"/> Air transport
4. Estimate the share of transportation\ logistics costs in the price of your product	<input type="checkbox"/> Less than 10% <input type="checkbox"/> Less than 30% <input type="checkbox"/> Less than 50% <input type="checkbox"/> More than 50% <input type="checkbox"/> Other (please, suggest your variant)_____
5. On what part of the supply chain does your organization have most logistics costs?	<input type="checkbox"/> Transportation <input type="checkbox"/> Warehousing <input type="checkbox"/> Customs Clearance
6. What is the main barrier for logistics in Russia?	<input type="checkbox"/> Infrastructure <input type="checkbox"/> Inefficient legislation <input type="checkbox"/> Absence of big 3PL providers <input type="checkbox"/> Shortage of qualified workforce <input type="checkbox"/> High customs duties <input type="checkbox"/> Other:_____

7. What factor is going to contribute to the development of Russian logistics companies?	<input type="checkbox"/> Governmental support <input type="checkbox"/> Introduction of new domestic technologies (which ones): _____ <input type="checkbox"/> International experience (which one): _____ <input type="checkbox"/> Development of education in the country <input type="checkbox"/> Other: _____
8. Which logistics sector is going to grow at the fastest rates, in your opinion?	<input type="checkbox"/> Transportation <input type="checkbox"/> Warehousing <input type="checkbox"/> Express delivery <input type="checkbox"/> Customs clearance services <input type="checkbox"/> Logistics management <input type="checkbox"/> Other: _____
9. Is your organization a logistics company? (If no, skip part 3 and cross over to part 4)	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Questions for the logistics companies	
10. What time horizon is your company guided by in making business decisions?	<input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1-3 years <input type="checkbox"/> 3-5 years <input type="checkbox"/> More than 5 years
11. Do you plan to invest into fixed assets within 5 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I do not know
12. Do you plan to invest in the fixed assets?	<input type="checkbox"/> Before 2015 <input type="checkbox"/> Before 2020 <input type="checkbox"/> Before 2030
13. Do you intend to open new branches in the near future?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I do not know
14. If yes, in which regions of the country	<input type="checkbox"/> _____
15. What is the market share of your company?	<input type="checkbox"/> Less than 1% <input type="checkbox"/> Less than 10% <input type="checkbox"/> Less than 25% <input type="checkbox"/> Less than 25% <input type="checkbox"/> Other _____
16. What annual growth rates does your organization plan within 5 years?	<input type="checkbox"/> Less than 1% <input type="checkbox"/> 1-2% <input type="checkbox"/> 2-5% <input type="checkbox"/> 5-10% <input type="checkbox"/> 10-15% <input type="checkbox"/> 15-25% <input type="checkbox"/> More than 25%
17. What is your competitive advantage? (choose not more than 2 options)	<input type="checkbox"/> Low prices for the services <input type="checkbox"/> Highly skilled employees <input type="checkbox"/> Compliance with the agreed dates and deadlines <input type="checkbox"/> Uniqueness of the offered services on the market <input type="checkbox"/> Quality of services <input type="checkbox"/> Innovations (product, technological, management), underline your variant

	<input type="checkbox"/> Other: _____ <input type="checkbox"/> Growth strategy <input type="checkbox"/> Strategy of costs optimization <input type="checkbox"/> Strategy of product differentiation <input type="checkbox"/> Strategy of innovative growth (product, technological, managerial innovations), underline your variant <input type="checkbox"/> Other: _____						
18. What business development strategy is used in your company?							
4. Market leaders Please, rate logistics companies from 1 to 5 (from the best) in order to define market leaders according to the indicator. Do not include your own organization in the list.							
19. Quality of the services	1. _____ 2. _____ 3. _____ 4. _____ 5. _____						
20. Timeliness	1. _____ 2. _____ 3. _____ 4. _____ 5. _____						
21. Supply chain security (ability to track and trace cargo)	1. _____ 2. _____ 3. _____ 4. _____ 5. _____						
22. Orientation on clients (in order to increase the market price of the client's assets)	1. _____ 2. _____ 3. _____ 4. _____ 5. _____						
23. Efficiency during customs procedures	1. _____ 2. _____ 3. _____ 4. _____ 5. _____						
5. Questions for the clients of logistics companies							
24. Do you use services offered by transportation and logistics companies?	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;">Transportation</td> <td style="width: 50%; text-align: center;">Logistics</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> Yes</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> No</td> <td style="text-align: center;"><input type="checkbox"/> No</td> </tr> </table>	Transportation	Logistics	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No
Transportation	Logistics						
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes						
<input type="checkbox"/> No	<input type="checkbox"/> No						
25. Are you ready to outsource part of your logistics processes?	<input type="checkbox"/> Yes If _____ yes, _____ which ones: _____ _____ <input type="checkbox"/> No <input type="checkbox"/> I do not know						
26. Are you ready to outsource all the logistics processes?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I do not know						
27. Are you satisfied with the services provided by logistics companies?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I do not know						

28. Which logistics services do you acquire at the moment?	<input type="checkbox"/> Transportation and freight forwarding <input type="checkbox"/> Warehousing <input type="checkbox"/> Express delivery <input type="checkbox"/> Customs clearance services <input type="checkbox"/> Logistics management <input type="checkbox"/> Other: _____
29. What logistics services would you like to get from logistics companies in the future?	<input type="checkbox"/> Transportation and freight forwarding <input type="checkbox"/> Warehousing <input type="checkbox"/> Express delivery <input type="checkbox"/> Customs clearance services <input type="checkbox"/> Contract logistics\ outsourcing <input type="checkbox"/> Logistics management <input type="checkbox"/> Other: _____
30. Name the main difficulties, when working with logistics companies (not more than 3 variants are possible)	<input type="checkbox"/> Defective transport <input type="checkbox"/> Breaking the contract obligations <input type="checkbox"/> Insufficient level of service <input type="checkbox"/> Not complying with the delivery times <input type="checkbox"/> Price level <input type="checkbox"/> Incompetent personnel <input type="checkbox"/> Impossibility to get all the necessary services <input type="checkbox"/> Other: _____
31. What service providers are more credible for you?	<input type="checkbox"/> Big global players <input type="checkbox"/> Russian small and medium enterprises in the branch <input type="checkbox"/> Biggest domestic companies in the market <input type="checkbox"/> None, there is a special department within the company <input type="checkbox"/> Other: _____
6. Additions and comments	