

1. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate your level of satisfaction with our customer service?

	1	2	3	4	5	6	Rating Average	Rating Count
Customer service	0.0% (0)	0.8% (1)	3.9% (5)	7.8% (10)	52.7% (68)	34.9% (45)	5.17	129

Additional comments 9

answered question 129

skipped question 1

2. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate your level of satisfaction with our communications?

	1	2	3	4	5	6	Rating Average	Rating Count
Communications	0.8% (1)	0.8% (1)	3.1% (4)	13.2% (17)	47.3% (61)	34.9% (45)	5.10	129

Additional comments 5

answered question 129

skipped question 1

3. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate your level of satisfaction with the service your inspector provides?

	1	2	3	4	5	6	Rating Average	Rating Count
Inspector	1.6% (2)	0.0% (0)	0.8% (1)	3.1% (4)	27.9% (36)	66.7% (86)	5.56	129
						Additional comments		8
						answered question		129
						skipped question		1

4. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate our availability and accessibility to answer your questions and attend to your needs?

	1	2	3	4	5	6	Rating Average	Rating Count
Availability and accessibility	0.0% (0)	1.6% (2)	2.3% (3)	13.3% (17)	45.3% (58)	37.5% (48)	5.15	128
						Additional comments		10
						answered question		128
						skipped question		2

5. How often do you refer to www.woodpackaging.ca for information?

		Response Percent	Response Count
Weekly		4.9%	6
Monthly		39.8%	49
Annually		44.7%	55
Never		13.0%	16

Additional comments 16

answered question 123

skipped question 7

6. What information would you like to see on www.woodpackaging.ca?

	Response Count
	43
answered question	43
skipped question	87

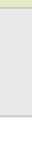
7. What CWPCP services are you using?

	Response Count
	50
answered question	50
skipped question	80

8. What other services would you want to receive from CWPCP?

	Response Count
	35
answered question	35
skipped question	95

9. How long have you been registered in the Canadian Wood Packaging Certification Program?

		Response Percent	Response Count
Less than 1 year		10.1%	13
1-2 years		7.0%	9
3-5 years		18.6%	24
6 or more years		64.3%	83
	answered question		129
	skipped question		1

Q1. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate your level of satisfaction with our customer service?

1	none	Dec 6, 2013 5:03 AM
2	The office has always helped me out when needed	Dec 5, 2013 5:34 PM
3	Many occasions, our questions are answered with full satisfaction.	Dec 5, 2013 3:13 PM
4	I think the association and the service provider did a great job of limiting the increase in the number of inspections. That is a huge value to all the members. I think you should point that value out to the members a few more time. Well done.	Dec 5, 2013 8:11 AM
5	newly registered, no history to draw from yet	Dec 5, 2013 8:07 AM
6	There has been much improvement but still room for better.	Nov 28, 2013 1:43 PM
7	Only having received our certification less than a month ago, my experience with the CWPCA has been excellent. The entire process was made very easy with the assistance I received from initial contact to final certification.	Nov 18, 2013 5:44 AM
8	I have had questions and was happy with the help.	Nov 12, 2013 8:31 AM
9	DO NOT OFTEN USE YOUR CUSTOMER SERVICES	Nov 12, 2013 8:00 AM

Q2. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate your level of satisfaction with our communications?

1	none	Dec 6, 2013 5:03 AM
2	As a client, we do not find any problems in our communications when ever we contacted and answered in professional manner.	Dec 5, 2013 3:13 PM
3	recently registered, no history to draw from yet	Dec 5, 2013 8:07 AM
4	Clean and simple. My only concern is that i often get information from other supply chain sources first.	Nov 28, 2013 1:43 PM
5	Lots of emails	Nov 12, 2013 8:31 AM

Q3. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate your level of satisfaction with the service your inspector provides?

1	Glad to have all the help provided.	Dec 15, 2013 8:29 AM
2	Great	Dec 6, 2013 5:03 AM
3	We are very happy about our Inspector. He is very efficient and knowledgeable person. Also, he is able to understand and always take careful consideration with all our activities and request.	Dec 5, 2013 3:13 PM
4	great support	Dec 5, 2013 8:07 AM
5	Dale does a great job!!	Dec 5, 2013 8:04 AM
6	We have only had one audit so far, but I found it to be very informative and instrumental in us receiving our certification as quickly as we did.	Nov 18, 2013 5:44 AM
7	A great help and good guy.	Nov 12, 2013 8:31 AM
8	I have never met the Inspector	Nov 12, 2013 8:01 AM

Q4. On a scale of 1 to 6, 6 being very satisfied and 1 being very dissatisfied, how would you rate our availability and accessibility to answer your questions and attend to your needs?

1	Isadore is always available to me and I am most grateful	Dec 15, 2013 8:29 AM
2	Good	Dec 6, 2013 5:03 AM
3	Not sure! never had to ask any questions.	Dec 5, 2013 8:34 AM
4	Not having a western person in our time zones is a problem when a quick answer is needed.	Dec 5, 2013 8:25 AM
5	Isadore is a A1 inspection	Dec 5, 2013 8:08 AM
6	newly registered, no history to draw from yet	Dec 5, 2013 8:07 AM
7	Stephanie has been very helpful, always gets back to me in a timely matter.	Dec 5, 2013 8:04 AM
8	There were many emails issue with our local inspector not being able to reach us or receive our emails in the past year.	Dec 5, 2013 8:03 AM
9	You are available and make a good effort, but often are not as in touch with the packaging side.	Nov 28, 2013 1:43 PM
10	Couldn't have been better...never had to wait for an answer and always willing to discuss issues at length!	Nov 18, 2013 5:44 AM

Q5. How often do you refer to www.woodpackaging.ca for information?

1	Every couple of months.	Dec 5, 2013 1:05 PM
2	5 to 6 times maybe per year.	Dec 5, 2013 12:08 PM
3	I check whenever I think I need to. I don't consistently check; i.e., weekly, monthly, etc.	Dec 5, 2013 11:53 AM
4	Not often	Dec 5, 2013 11:06 AM
5	Information often needed not on web site.... It is something new that just happened and looking for feedback.	Dec 5, 2013 8:25 AM
6	When needed	Dec 5, 2013 8:05 AM
7	Twice annually.	Dec 5, 2013 7:56 AM
8	once in a while	Dec 5, 2013 7:52 AM
9	I do not consider it a go to resource. The updated site is an improvement though. I notice the "Industry News tab no longer dates postings so we know how old they are. Maybe a webinar to show industry (not just members) around the site.	Nov 28, 2013 1:43 PM
10	I have to be honest and admit I have never been to the website. I will visit it in the near future and see what it is about. I have phoned the office once for some help and have other wise dealt with issues on my own or have contacted our inspector.	Nov 21, 2013 6:29 AM
11	or as questions arise	Nov 18, 2013 12:38 PM
12	Again, being new to the program I don't really have an established frequency, but I imagine I will refer to the site periodically through the course of a month.	Nov 18, 2013 5:44 AM
13	as required	Nov 14, 2013 3:51 AM
14	Bi weekly would best answer the question.....	Nov 12, 2013 10:20 AM
15	I try to look at it when ever I can.	Nov 12, 2013 8:31 AM
16	It is usually about every 2-3 months.	Nov 12, 2013 8:21 AM

Q6. What information would you like to see on www.woodpackaging.ca?

1	Everything is updated regularly.	Dec 15, 2013 8:29 AM
2	Unsure	Dec 6, 2013 2:54 PM
3	N/A	Dec 6, 2013 2:35 PM
4	List of countries and exact specifications for bark tolerance. More information about Australia and the DAFF treatment requirements.	Dec 6, 2013 11:34 AM
5	don't use it	Dec 6, 2013 5:16 AM
6	How to process Remanufactured skids in compliance with the industry standard.	Dec 6, 2013 5:03 AM
7	i just like seeing updates	Dec 5, 2013 4:50 PM
8	If any changes on Quality Manual, Any detail information about the Heat Treatment, ISPM No.15	Dec 5, 2013 3:13 PM
9	List of countries adhering to 5 program.	Dec 5, 2013 2:36 PM
10	A Active client list easy to locate and view all certified companies.	Dec 5, 2013 1:05 PM
11	A clearer designation of wood suppliers for export. We've had trouble in the past obtaining wood for manufacturing	Dec 5, 2013 12:32 PM
12	The address for the annual CFIA fee, I misplaced invoice and could not find address, sent it to Ottawa and it was then re-directed to the proper office.	Dec 5, 2013 12:29 PM
13	Stuff for sale (material, machinery etc.)	Dec 5, 2013 12:08 PM
14	You provide all the information or where to get the information I require	Dec 5, 2013 9:04 AM
15	Information on border issues that are occurring	Dec 5, 2013 8:42 AM
16	up to date list of countries worldwide following ISPM#15 protocol	Dec 5, 2013 8:41 AM
17	Get my attention on updates. Bold letters?	Dec 5, 2013 8:35 AM
18	Seem's to be fine	Dec 5, 2013 8:34 AM
19	I just saw the subscription link and i will sign up today.	Dec 5, 2013 8:11 AM
20	satisfied as is	Dec 5, 2013 8:07 AM
21	everything o.k.	Dec 5, 2013 8:06 AM
22	Not sure.	Dec 5, 2013 8:03 AM
23	Were I could find out who buying hardwood pallet lumber.	Dec 5, 2013 8:03 AM
24	Regulations and clarifications on HT program.	Dec 5, 2013 8:01 AM
25	it is fine	Dec 5, 2013 8:00 AM

Q6. What information would you like to see on www.woodpackaging.ca?

26	just updates on changes & information pertaining to my business	Dec 5, 2013 7:57 AM
27	Nothing at this time.	Dec 5, 2013 7:50 AM
28	nothing additional	Dec 5, 2013 7:28 AM
29	Links to other Country sites that have current importing info. links we could share with customers and forwarders that have the wrong information.	Nov 28, 2013 1:43 PM
30	na	Nov 21, 2013 1:37 PM
31	Can't think of anything	Nov 21, 2013 12:44 PM
32	I would like to see more regulation on mold being present on the wood. I understand a skid can be HT yet be covered in mold and still pass, to me that's a flaw in regulations.	Nov 21, 2013 11:18 AM
33	Updates on the HT-KD Lumber price changes Helth and safty Info	Nov 21, 2013 7:45 AM
34	nothing special	Nov 18, 2013 8:38 AM
35	Too early to respond.	Nov 18, 2013 5:44 AM
36	Updated list of countries that participate in the program....for exporting purposes.	Nov 12, 2013 12:08 PM
37	more ways to check kdht leaving the province	Nov 12, 2013 11:09 AM
38	THE NEW US WOODPACKING REGULATIONS	Nov 12, 2013 10:54 AM
39	I am quite satisfied with what you are doing. I like being able to have a question answered quickly when needed by a customer.	Nov 12, 2013 10:20 AM
40	N/A	Nov 12, 2013 8:57 AM
41	Any info I've needed I have found.	Nov 12, 2013 8:27 AM
42	NOT SURE	Nov 12, 2013 8:14 AM
43	SATISFIED WITH CURRENT SERVICES	Nov 12, 2013 8:00 AM

Q7. What CWPCP services are you using?

1	The updates for exporting wood to other countries	Dec 15, 2013 8:29 AM
2	réparation de palettes	Dec 6, 2013 4:21 PM
3	Inspection	Dec 6, 2013 2:54 PM
4	N/A	Dec 6, 2013 2:35 PM
5	NA	Dec 6, 2013 11:34 AM
6	very little	Dec 6, 2013 5:16 AM
7	Manufacturing of skids in compliance with the CWPCP.	Dec 6, 2013 5:03 AM
8	We are pallet makers so we strictly use the stamp for selling pallets internationally	Dec 5, 2013 4:50 PM
9	Facility inspection Service and Audit, Lumber identification (HT) advice.	Dec 5, 2013 3:13 PM
10	inspection services	Dec 5, 2013 1:35 PM
11	Web Site Web Conference Inspector knowledge.	Dec 5, 2013 1:05 PM
12	Wood certification program	Dec 5, 2013 12:32 PM
13	IPPC certification for our products	Dec 5, 2013 12:29 PM
14	Lumber Info	Dec 5, 2013 12:08 PM
15	inspection	Dec 5, 2013 11:00 AM
16	Verification of member countries specific requirements.	Dec 5, 2013 10:44 AM
17	Inspections	Dec 5, 2013 9:36 AM
18	We stamp crates	Dec 5, 2013 9:04 AM
19	primarily inspection and information	Dec 5, 2013 8:42 AM
20	inspection	Dec 5, 2013 8:41 AM
21	Check HT Mills.	Dec 5, 2013 8:35 AM
22	Heat treatment stamps	Dec 5, 2013 8:34 AM
23	heat treat certification	Dec 5, 2013 8:18 AM
24	The link to certified members is very helpful.	Dec 5, 2013 8:11 AM
25	exports	Dec 5, 2013 8:07 AM
26	building new pallets	Dec 5, 2013 8:06 AM
27	Canadian Wood Packaging Certification Program	Dec 5, 2013 8:05 AM

Q7. What CWPCP services are you using?

28	Inspections	Dec 5, 2013 8:03 AM
29	Hardwood cant pricing	Dec 5, 2013 8:03 AM
30	none	Dec 5, 2013 8:00 AM
31	inspector information	Dec 5, 2013 7:57 AM
32	HT Requirments	Dec 5, 2013 7:52 AM
33	inspections	Dec 5, 2013 7:28 AM
34	Didn't know you had a list of services to choose from. Audit i guess.	Nov 28, 2013 1:43 PM
35	na	Nov 21, 2013 1:37 PM
36	Equipment advertising, occasionally	Nov 21, 2013 12:44 PM
37	Info for the HT Cr. Lumber prices	Nov 21, 2013 7:45 AM
38	Heat treated skids	Nov 18, 2013 8:38 AM
39	Lumber Graph as well as general info.	Nov 14, 2013 5:30 AM
40	wood packaging certification program	Nov 14, 2013 3:51 AM
41	CWP Export Inspections	Nov 13, 2013 3:49 AM
42	many	Nov 12, 2013 11:09 AM
43	Crate manufacture inspection.	Nov 12, 2013 11:08 AM
44	EXPORT PROGRAM	Nov 12, 2013 10:54 AM
45	Inspection Division,	Nov 12, 2013 10:20 AM
46	ISPM and general info	Nov 12, 2013 8:57 AM
47	Customer service, inspector and website.	Nov 12, 2013 8:31 AM
48	Information and updates.	Nov 12, 2013 8:27 AM
49	NONE REALLY	Nov 12, 2013 8:14 AM
50	NOT ANY - OUR USES OF HT WOOD IS CONSISTANT & REQUIRES NO RESEARCH	Nov 12, 2013 8:00 AM

Q8. What other services would you want to receive from CWPCP?

1	I would like to have a binder with updates provided and revisions sent to replace the dates	Dec 15, 2013 8:29 AM
2	Unsure	Dec 6, 2013 2:54 PM
3	N/A	Dec 6, 2013 2:35 PM
4	NA	Dec 6, 2013 11:34 AM
5	What are you offering?	Dec 6, 2013 8:34 AM
6	nothing right now	Dec 6, 2013 5:16 AM
7	Nothing at this time.	Dec 6, 2013 5:03 AM
8	none	Dec 5, 2013 4:50 PM
9	To make Close link with major Lumber Suppliers and Mills.	Dec 5, 2013 3:13 PM
10	None	Dec 5, 2013 1:05 PM
11	Not sure	Dec 5, 2013 12:08 PM
12	nothing I can think of	Dec 5, 2013 8:41 AM
13	None	Dec 5, 2013 8:34 AM
14	CWPCP should inform the member more about the lumber/forest industry. The public needs to know cutting trees is a good thing & we al need to be able to talk about it intelligently	Dec 5, 2013 8:18 AM
15	none at this time	Dec 5, 2013 8:07 AM
16	nothing more; maybe cheaper rates	Dec 5, 2013 8:06 AM
17	Not sure.	Dec 5, 2013 8:03 AM
18	none	Dec 5, 2013 8:00 AM
19	none	Dec 5, 2013 7:57 AM
20	Nothing at this time.	Dec 5, 2013 7:50 AM
21	nothing additional	Dec 5, 2013 7:28 AM
22	What services do you offer?	Nov 28, 2013 1:43 PM
23	na	Nov 21, 2013 1:37 PM
24	Can't think of any	Nov 21, 2013 12:44 PM
25	n/a	Nov 18, 2013 8:38 AM
26	Too early to respond.	Nov 18, 2013 5:44 AM

Q8. What other services would you want to receive from CWPCP?

27	How about reducing your \$1500 fee/yr	Nov 14, 2013 1:46 PM
28	what ever you would think that would help a company	Nov 12, 2013 11:09 AM
29	NOT REQUIRED	Nov 12, 2013 10:54 AM
30	To have the deal between CFIA and the US be finalized. It is getting to be a hard sell to our customers with the delay after delay.... I know it is out of your hands, but, one has to state your views somewhere....	Nov 12, 2013 10:20 AM
31	N/A	Nov 12, 2013 8:57 AM
32	?	Nov 12, 2013 8:31 AM
33	It's fine, seems to be working ok. Anytime I needed anything I found it or was assisted with. No issues.	Nov 12, 2013 8:27 AM
34	DO NOT KNOW	Nov 12, 2013 8:14 AM
35	SATISFIED AS IS	Nov 12, 2013 8:00 AM