



To:  
Cc:  
Bcc:  
Subject: Invitation to the Quality Management System Survey

Dear All management of YLTH,

### 1. Introduction

As we know that nowadays Yusen applies ISO9001 to all business groups in 16 branches of the company in order to ensure that the working processes and steps of our company can meet the requirements and provide the service in accordance with the customer requirements completely.

And for 15 years Quality Management System has certified in our company, we determine that Quality Management System should be enhanced to ensure that the sub-systems in the main managerial system of the company are detailed adequately and obviously or harmonized with other sub-systems well.

However, the Quality Management System improvement will start from all management team's survey of the understanding and opinion to Quality Management System and afterward the survey result will apply to the improvement of working processes and steps in the company.

We would like to invite all management team, who is in the below list of subject No. 2, to answer the online questionnaires as the following detail.

**2. Scope** : Employees under YLTH in the position of Manager to Vice President (Please check



your name in the attachment file) YLTH\_Namelist G6 up.xlsx

### 3. Propose

3.1 Top management knows the perception and understanding of Management team in Quality Standard.

3.2 The perception result will be applied to consider for quality standard improvement

3.3 The understanding result will be applied to plan the quality standard training course for Management team.

### 4. Responsive Period : **August x-xx, 2015**

### 5. Instruction of the online questionnaires

5.1 Click the online questionnaire link in accordance with your current position and group.

1) Executive Officer - Vice President : <http://goo.gl/forms>

2) Assistant General Manager - Senior General Manager : <http://goo.gl/forms>

3) Business & Operation Manager : <http://goo.gl/forms/>

4) Supporting Manager (QSG, HRG, ITG, GAG, CPG, AFG excluded AR Team) : <http://goo.gl/forms>

5) Supporting Manager (AFG-AR Team) : <http://goo.gl/forms>

5.2 Fill up your name-last name, business group and/or team in the boxes.

Remark : Responder will not be able to do the survey if s/he does not or incompletely fill up the information as subject No.5.2.

5.3 Read up the detail of questions and use the information to answer the questionnaires.

- 1) If responder agrees with the question, select “**YES**”.
- 2) If responder disagrees with the question, select “**NO**”.
- 3) If responder is unsure with the question, select “**MAYBE**”.

Remark : Responder may notice that the running number of questions is not continued, due to some positions/groups related to some questions.

5.4 Click “Submit” when all answers are complete.

Remark :

- 1) Responder will not be able to click “Submit” if any answers are incomplete.
- 2) Responder will not be able to edit the answers after “Submit” is selected.

If you need more information or have any question, please contact the person as follows:

Panthep Bhandhufalck Tel 02 206 8370

Watchara Boonlon Tel 02 206 8293

Sorada Tongpeng Tel 02 206 8291

Sutthinee Narkwittaya Tel 02 206 8396

Best Regards,

Watchara Boonlon

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Quality & Safety Management Group

Yusen Logistics (Thailand) Co.,Ltd.

Tel 02 206-8293

Mobile 086 888-3248

Email watchara.b@th.yusen-logistics.com

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Yusen Logistics (Thailand) Co., Ltd.

The First Logistics Company in Thailand certified "Authorized Economics Operator" by Customs

บริษัท ยูเซน โลจิสติกส์ (ประเทศไทย) จำกัด ได้รับการรับรองให้เป็น ตัวแทนออกของระดับมาตรฐาน เอ อี โอ ลำดับที่ 1 จาก