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LPI Survey

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The World Bank invites you to take part in the Logistics Performance Index (LPI) Survey 2013. This worldwide survey of global logistics operators allows you to express your professional views on several logistics dimensions: transportation, infrastructure, clearance procedures.

Your response will help generate an informed set of logistics performance indices, the LPI 2014. This data, published by the World Bank, is closely monitored by policy makers and professionals worldwide.

This initiative does not seek to get any confidential company specific or proprietary information, nor require managerial scrutiny or oversight. All responses will be kept confidential and anonymous.

SURVEY INSTRUCTIONS

You may interrupt your session at any time and resume your answer later.

You were provided with a link specific to your company. This link allows you to enter and re-enter the LPI Survey 2013 website.

While taking the survey, you must click the 'Next' arrow in order to save your responses.

If you don't know the answer to a question, please leave it blank.

TECHNICAL HELP

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

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

[Begin The Survey](#)

Please select from each group the option that **best describes** your current work:
 You must complete questions marked * to begin the survey.

1/34 Your position in your company (choose one)

- Senior Executive
- Area and/or Country Manager
- Department Manager
- Supervisor
- Operations
- Other

2/34 Organizational level

- Corporate and/or Regional Headquarters
- Country Branch Office
- Local Branch Office
- Independent Firm/Entrepreneur

3/34 What is the number of employees for your company (choose one) *

- 1-9
- 10-49
- 50-249
- 250-499
- 500 or more

4/34 The freight mode you typically deal with in your work (choose one)

- Maritime
- Road
- Rail
- Air Transport
- Express delivery
- Multimodal

5/34 Direction of trade and transport you are primarily dealing with (choose one)

- Export
- Import
- Export and Import
- Domestic
- International transit
- Most of the above

6/34 Main line of your work (choose one)

- Full Container/Trailer Loads
- Less than Full Container/Trailer Loads
- Bulk/Break Bulk Cargo
- Customer Tailored Logistics Solutions
- Warehousing and Distribution
- Courier Services
- Most of the above

7/34 Which of the following geographical regions do you deal with most in your work (choose one)

--- Select ---

8/34 The country you are currently working in *

--- Select ---

Check here to confirm country selection

You have selected

as the country you are currently working in. If this is not correct, please go back and select the correct country.

9/34 Enter the postal or ZIP code of your facility (alternatively enter the name of the city)

Email

Please enter your email address to use the 'resume later' button (optional)

In this part of the questionnaire, questions 10 to 16, you are invited to rate eight countries listed below along seven key dimensions in logistics performance. The countries have been generated based on the trading partners of your selected country of work. (United States)

Based on your experience in **international logistics**, please select the option that **best applies** to each individual country against the generally accepted industry standards or practices. If you are not familiar with the clearance process in a particular country, leave that country blank.

10/34 Rate the **efficiency of the clearance process** (i.e. speed, simplicity and predictability of formalities) by border control agencies, including Customs in ...

	Very low	Low	Average	High	Very high
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11/34 Evaluate the quality of trade and transport related infrastructure (e.g. ports, railroads, roads, information technology) in...

	Very low	Low	Average	High	Very high
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12/34 Assess the ease of arranging competitively priced shipments to ...

	Very Difficult	Difficult	Average	Easy	Very Easy
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13/34 Evaluate the overall level of competence and quality of logistics services (e.g. transport operators, customs brokers) in ...

	Very low	Low	Average	High	Very high
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14/34 Rate the ability to track and trace your consignments when shipping to...

	Very low	Low	Average	High	Very high
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15/34 When arranging shipments to the countries listed below, how often do they **reach the consignee within the scheduled or expected delivery time?**

	Hardly Ever	Rarely	Sometimes	Often	Nearly Always
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16/34 How often do shippers **ask for environmentally friendly options** (e.g. in view of emission levels, choice of routes, vehicles, schedules, etc.) when shipping to ...

	Hardly Ever	Rarely	Sometimes	Often	Nearly always
Korea, Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taiwan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Georgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El Salvador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denmark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sudan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libya	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Country of Work

United States 

In this part of the questionnaire, questions 17 to 22, you are invited to provide **your assessment** on the logistics environment and institutions **in your country of work** (United States).

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

17/34 Based on your experience in **international logistics**, please select the options that **best describe** the operational logistics environment **in your country of work** (United States)

	Very high	High	Average	Low	Very low
Port charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Airport charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road transport rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail transport rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehousing/transloading service charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agent fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18/34 Evaluate the **quality of trade and transport related infrastructure** (e.g. ports, roads, airports, information technology) in your country of work (United States)

	Very low	Low	Average	High	Very high
Port infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Airport infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehousing/transloading facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telecommunications infrastructure and IT services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Country of Work

United States 

19/34 Evaluate the **competence and quality of service** delivered by the following in your country of work (United States)

	Very low	Low	Average	High	Very high
Road transport service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail transport service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air transport service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maritime transport service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehousing/transloading and distribution operators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight forwarders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customs agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality/standards inspection agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health/SPS (Sanitary and Phyto-Sanitary) agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customs brokers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trade and transport related associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consignees or shippers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20/34 Evaluate the **efficiency** of the following processes in your country of work (United States)

	Hardly Ever	Rarely	Sometimes	Often	Nearly Always
Are import shipments cleared and delivered as scheduled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are export shipments cleared and shipped as scheduled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the Customs clearance procedure transparent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the clearance procedure of other border agencies transparent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you receive adequate and timely information when regulations change?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do traders demonstrating high levels of compliance receive expedited clearance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Your Country of Work

United States 

21/34 How often in your country of work (United States), you experience

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

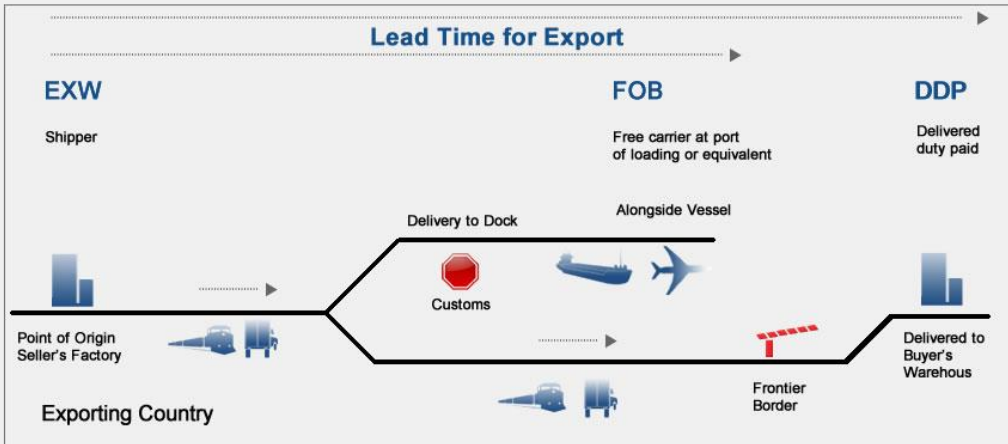
22/34 Since 2011, have the following factors improved or worsened in your country of work (United States)

	Much Worsened	Worsened	About the Same	Improved	Much Improved
Customs clearance procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other border-related government agencies clearance procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of trade and transport related infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of telecommunications/IT infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of private logistics services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulation related to logistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solicitation of informal payments in connection with logistics activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Country of Work

United States 

In this part of the questionnaire, questions 23 to 34, you are invited to provide **your assessment** on the logistics performance in **your country of work**: United States



23/34 When **exporting** a full load from your country of work (United States), please estimate the following **time** and **cost** parameters.

Please select from below the portion of the supply chain that best describes your work

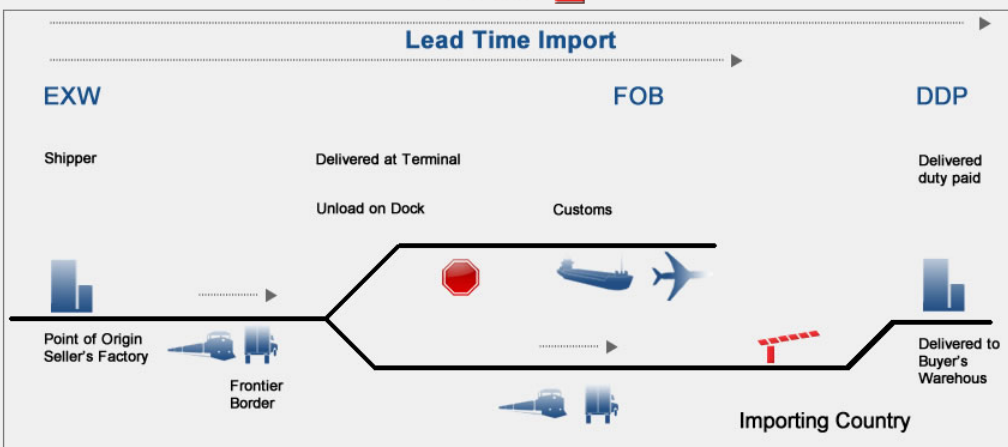
- TO PORT / AIRPORT – Export pre-carriage: EXW to FOB
- BY LAND – Export carriage: EXW to DDP
- Both

24/34 Consolidation: How much more would it cost to send a one ton shipment as less than full (container, truck) load (LCL/LTL) as compared with a ton sent as part of a full load (FCL/FTL) when exporting from your country of work (United States) on the same routes?

--- Select ---

Your Country of Work

United States 



25/34 When **importing** a full load to your country of work (United States), please estimate the following **time** and **cost** parameters.

Please select from below the portion of the supply chain that best describes your work

- FROM PORT/AIRPORT – Import on-carriage: DAT to DDP
- BY LAND – Import carriage: EXW to DDP
- Both

26/34 As a logistics provider, do you maintain indicators of service level to client? If yes, what is the percentage of imports to your country of work (United States) meeting your quality criteria for delivery to the consignee

--- Select ---

Your Country of Work

United States 

27/34 How many government agencies involved in the clearance process do you **typically** deal with in your country of work (United States)

For imports

For exports

28/34 How many forms do you **typically** have to submit, for clearance, in your country of work (United States)

For imports

For exports

29/34 For imports, estimate the average **time** taken between the submission of an accepted Customs declaration and notification of clearance in your country of work (United States)

Without physical inspection

With physical inspection

30/34 What are the main methods for determining whether shipments are physically inspected by **Customs**

	Yes	No	N/A	Do not know
Automated risk assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspector discretion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31/34 On average, what percentage of your import shipments is **physically inspected** (excluding X-ray and scanning) in your country of work (United States)

32/34 Of all the import shipments what percentage are **physically inspected more than once** in your country of work (United States)

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Your Country of Work

United States 

33/34 Does Customs regularly apply reference prices or other forms of arbitrary uplifts?

- Yes
- No
- N/A
- Do not know

34/34 Please evaluate the following statements regarding Customs, in your country of work (United States)

	Yes	No	N/A	Do not know
Can Customs declarations be submitted and processed electronically and on-line ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can supporting documentation be submitted and processed electronically and on-line ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does Customs allow for pre-arrival processing of import shipments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does Customs code require importers to use a licensed Customs Broker to clear goods?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you or your customer able to choose the location of the final clearance of the goods for imports?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can goods be released pending final clearance against an accepted guarantee ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you and your peers invited for dialogue by Customs through a formal process (periodic meeting, consultative forum or committee or the like)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In cases of dispute with Customs or another border agency, is a non-judicial review/appeal procedure available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are up to date import/export requirements and procedures published on an official website ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>