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LPI Survey

English | Español | 简体中文 | Français | Русский

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

P	ease select from each group the option that be	st descri	bes your current work:				
	ou must complete questions marked * to begin						
/34	Your position in your company	4/34	The freight mode you typically deal	7/34	Which of the following		
	(choose one)		with in your work (choose one)		regions do you deal wi work (choose one)	th most in your	
	Senior Executive		Maritime		work (oncode one)		
	Area and/or Country Manager		Road				
	O Department Manager		() Rail		Select		\$
	Supervisor		Air Transport				
	Operations		Express delivery Multimedal				
	Other		O Multimodal	8/34	The country you are co	urrently working	in *
/34	Organizational level	5/34	Direction of trade and transport you				
	O Corporate and/or Regional		are primarily dealing with (choose		Select		\$
	Headquarters		one)		Check here to confirm	country selection	
	O Country Branch Office		Export		You have selected	,	
	O Local Branch Office		() Import				
	Independent Firm/Entrepreneur		Export and Import		as the country you are currently correct, please go back and se		
124	What is the number of employees for		O Domestic		correct, please go back and se	lect the correct country	/.
134	What is the number of employees for your company (choose one) *		O International transit				
	O 1-9		Most of the above				
	O 10-49	6/34	Main line of your work (choose one)	9/34	Enter the postal or ZIP	code of your	
	O 50-249		Full Container/Trailer Loads		facility (alternatively en		
	O 250-499		Less than Full Container/Trailer Loads		the city)		
	○ 500 or more		Bulk/Break Bulk Cargo				
			Customer Tailored Logistics Solutions				
			Warehousing and Distribution				
			O Courier Services		Email		
			Most of the above				
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Sudan

Libya

	> <u>Domestic LPI</u> > <u>End Survey</u>				urvey Status
Evaluate the quality of trade and transport	related infrastructure (e.g. ports, ra	ilroads, roads	s, information t	echnology) ii	n
	Very low	Low	Average	High	Very hig
Korea, Rep.	0	0	0	0	0
Taiwan	0	0	0	0	0
Chad	0	0	0	0	0
Georgia	0	0	0	0	0
El Salvador	0	0	0	0	0
Denmark	0	0	0	0	0
Sudan	0	0	0	0	0
Libya	0	0	0	0	0
Assess the ease of arranging competitively	priced shipments to				
	Very Difficult	Difficult	Average	Easy	Very Ea
Korea, Rep.	0	0	0	0	0
Taiwan	0	0	0	0	0
Chad	0	0	0	0	0
Georgia	0	0	0	0	0
El Salvador	0	0	0	0	0
Denmark	0	0	0	0	0
Sudan	0	0	0	0	0
		O transport one	O custom		
Are Here ▶ Begin Survey > International LPI Evaluate the overall level of competence an	> Domestic LPI > End Survey d quality of logistics services (e.g.	transport ope	erators, custom	+ s	urvey Status
Are Here Begin Survey > International LPI Evaluate the overall level of competence an	> <u>Domestic LPI</u> > <u>End Survey</u> d quality of logistics services (e.g. Very low	transport ope	erators, custom Average	+ sons brokers) in	urvey Status
Are Here Begin Survey > International LPI Evaluate the overall level of competence and Korea, Rep.	> <u>Domestic LPI</u> > <u>End Survey</u> d quality of logistics services (e.g. Very low	transport ope	erators, custom Average	+ s s brokers) in High	Very hi
Are Here Begin Survey > International LPI Evaluate the overall level of competence an Korea, Rep. Taiwan	> Domestic LPI > End Survey d quality of logistics services (e.g. Very low	Low	Average	+ s s brokers) in High	Very his
Are Here Begin Survey > International LPI Evaluate the overall level of competence and Korea, Rep. Taiwan Chad	> Domestic LPI > End Survey d quality of logistics services (e.g. Very low	Low	Average	+ s s brokers) in High	Very his
Are Here Begin Survey > International LPI Evaluate the overall level of competence and Korea, Rep. Taiwan Chad Georgia	> Domestic LPI > End Survey d quality of logistics services (e.g. Very low O O O O	Low	Average	High	Very his
Are Here Begin Survey > International LPI Evaluate the overall level of competence and Korea, Rep. Taiwan Chad Georgia El Salvador	> Domestic LPI > End Survey Id quality of logistics services (e.g. Very low O O O O O O O O O O O O O O O O O O	Low	Average	High O O	Very hi
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Are Here Begin Survey > International LPI Evaluate the overall level of competence and Korea, Rep. Taiwan Chad Georgia El Salvador Denmark Sudan Libya Rate the ability to track and trace your competence and trace y	> Domestic LPI > End Survey Id quality of logistics services (e.g. Very low O O O O O O O O O O O O O O O O O O	Low O O O O O O O O O O O O O O O O O O O	Average Average	High High	Very high
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Du Are Here ► Begin Survey > International LPI > Domestic LPI 34 When arranging shipments to the countries listed below, h		he consign	ee within the s		Survey Status or expected
delivery time?	Hardly Ever	Daroly	Sometimes	Often	Noorly Always
Vorce Bon	Hardly Ever	Rarely	O	Oiten	Nearly Always
Korea, Rep. Taiwan	0	0	0	0	0
Chad	0	0	0	0	0
Georgia	0	0	0	0	0
El Salvador	0	0	0	0	0
Denmark	0	0	0	0	0
Sudan	0	0	0	0	0
Libya	0	0	0	0	0
34 How often do shippers <u>ask for environmentally friendly</u> etc.) when shipping to	options (e.g. in view of e	emission lev	els, choice of ro	utes, vehicl	es, schedules,
	Hardly Ever	Rarely	Sometimes	Often	Nearly alway
Korea, Rep.	0	0	0	0	0
Taiwan	0	0	0	0	0
Chad	0	0	0	0	0
Georgia	0	0	0	0	0
El Salvador	0	0	0	0	0
Denmark	0	0	0	0	0
Sudan	0	0	0	0	0
Libya	0	0	0	0	0
u Are Here Begin Survey > International LPI > Domestic LPI	인 > End Survey			+	Survey Status
	P!>End Survey			+	Survey Status
Your In this part of the questionnaire, questions 17 to 22, you are invited to	r Country of Work United States	n the logistics	e environment and		
In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes	r Country of Work United States provide your assessment of second, quality of infrastructure takes select the options the	, competence	cribe the operat	institutions <u>ir</u>	n your country
In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 4 Based on your experience in international logistics, ple in your country of work (United States)	r Country of Work United States provide <u>your assessment</u> of scost, quality of infrastructure trase select the options the	at <u>best des</u>	cribe the operat	institutions <u>ir</u> ional logist Low	n your country ics environment Very low
In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 34 Based on your experience in international logistics, ple in your country of work (United States) Port charges	r Country of Work United States provide your assessment of secost, quality of infrastructure hase select the options that Very high	at <u>best des</u>	cribe the operate	institutions <u>Ir</u> ional logist Low	n your country ics environment Very low
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In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 34 Based on your experience in international logistics, ple in your country of work (United States) Port charges Airport charges Road transport rates Rail transport rates	provide your assessment of second, quality of infrastructure that see select the options the second of the second	High	Average	institutions in	ics environment Very low
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In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 34 Based on your experience in international logistics, ple in your country of work (United States) Port charges Airport charges Road transport rates Rail transport rates	provide your assessment of second, quality of infrastructure was eselect the options the	High	Average	institutions in	very low
In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 34 Based on your experience in international logistics, ple in your country of work (United States) Port charges Airport charges Road transport rates Rail transport rates Warehousing/transloading service charges Agent fees	Proceedings of the control of the co	High	Average	institutions in	very low
In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 34 Based on your experience in international logistics, ple in your country of work (United States) Port charges Airport charges Road transport rates Rail transport rates Warehousing/transloading service charges Agent fees 34 Evaluate the quality of trade and transport related informations.	Proceedings of the control of the co	High	Average	institutions in	very low
In this part of the questionnaire, questions 17 to 22, you are invited to of work (United States). The questions have been grouped according to the following themes 34 Based on your experience in international logistics, ple in your country of work (United States) Port charges Airport charges Road transport rates Rail transport rates Warehousing/transloading service charges Agent fees 34 Evaluate the quality of trade and transport related informations.	r Country of Work United States provide your assessment of states are select the options that Very high Output Out	High O O O O O O O O O O O O O O O O O O	Average O O O O O O O O O O O O O O O O O O	institutions in institution in i	very low
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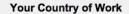
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Telecommunications infrastructure and IT services

Your Country of Work

United States

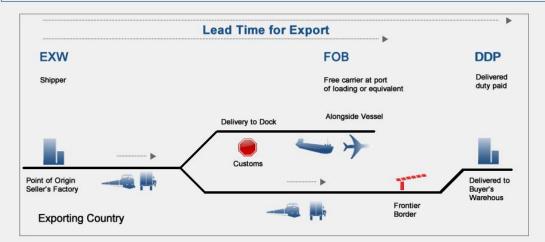
	Very low	Low	Average	High	Very high
Road transport service providers	0	0	0	0	0
Rail transport service providers	0	0	0	0	0
Air transport service providers	0	0	0	0	0
Maritime transport service providers	0	0	0	0	0
Warehousing/transloading and distribution operators	0	0	0	0	0
Freight forwarders	0	0	0	0	0
Customs agencies	0	0	0	0	0
Quality/standards inspection agencies	0	0	0	0	0
Health/SPS (Sanitary and Phyto-Sanitary) agencies	0	0	0	0	0
Customs brokers	0	0	0	0	0
				_	
Trade and transport related associations	0	0	0	0	0
Consignees or shippers	0	0	0	0	0
/34 Evaluate the efficiency of the following processes in your country of	f work (United \$	States)			
	Hardly Ever	Rarely	Sometimes	Often	Nearly Alway
Are import shipments cleared and delivered as scheduled?	0	0	0	0	0
Are export shipments cleared and shipped as scheduled?	0	0	0	0	0
Is the Customs clearance procedure transparent?	0	0	0	0	0
Is the clearance procedure of other border agencies transparent?	0	0	0	0	0
Do you receive adequate and timely information when regulations change?	0	0	0	0	0
Do traders demonstrating high levels of compliance receive expedited clearance?	0	0	0	0	0
ou Are Here ► Begin Survey > International LPI > Domestic LPI > End Survey					
Your Country	_				urvey Status
	y of Work				urvey Status
Your Country United States	y of Work				urvey Status
Your Country United States	y of Work	Often	Sometimes	Rarely	Hardly Ever
Your Country United States	y of Work	Often	Sometimes		
Your Country United States /34 How often in your country of work (United States), you experience	y of Work Nearly Always		_	Rarely	Hardly Ever
Your Country United States /34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading	y of Work Nearly Always	0	0	Rarely O	Hardly Ever
Your Country United States /34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection	y of Work Nearly Always	0	0	Rarely	Hardly Ever
Your Country United States 1/34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment	y of Work Nearly Always O	0 0	0 0	Rarely O	Hardly Ever
Your Country United States 134 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities	Nearly Always	0 0 0 0	0 0 0 0	Rarely O O	Hardly Ever
Your Country United States 134 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities	Nearly Always Country of wor	0 0 0 0	O O O O O O O O O O O O O O O O O O O	Rarely O O	Hardly Ever
Your Country United States 134 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities 134 Since 2011, have the following factors improved or worsened in your	Nearly Always Country of wor	O O O O O O O O O O O O O O O O O O O	o tes)	Rarely O O O O Improved	Hardly Ever
Your Country United States /34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities /34 Since 2011, have the following factors improved or worsened in your Customs clearance procedures	Nearly Always Country of wor	O O O O O O O O O O O O O O O O O O O	O O O O O O O O O O O O O O O O O O O	Rarely O O O O Improved	Hardly Ever
Your Country United States /34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities //34 Since 2011, have the following factors improved or worsened in your Customs clearance procedures Other border-related government agencies clearance procedures	Nearly Always Country of wor Much Worsened Country of wor	O O O O O O O O O O O O O O O O O O O	O O O O O O O O O O O O O O O O O O O	Rarely O O O O Improved	Hardly Ever
Your Country United States //34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities //34 Since 2011, have the following factors improved or worsened in your Customs clearance procedures Other border-related government agencies clearance procedures Quality of trade and transport related infrastructure	Nearly Always Country of wor	OOO OO OOO OOO OOO OOO OOO OOO OOO OOO	About the Same	Rarely O O O O Improved O O O	Hardly Ever
Your Country United States 134 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities 2/34 Since 2011, have the following factors improved or worsened in your Customs clearance procedures Other border-related government agencies clearance procedures Quality of trade and transport related infrastructure Quality of telecommunications/IT infrastructure	Nearly Always Country of wor Much Worsened Country of wor	Worsened	About the Same	Rarely O O O O O O O O O O O O O O O O O O	Hardly Ever
Your Country United States //34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities //34 Since 2011, have the following factors improved or worsened in your Customs clearance procedures Other border-related government agencies clearance procedures Quality of trade and transport related infrastructure	Nearly Always Country of wor Much Worsened Country of wor	OOO OO OOO OOO OOO OOO OOO OOO OOO OOO	About the Same	Rarely O O O O Improved O O O	Hardly Ever
Vour Country United States 1/34 How often in your country of work (United States), you experience Major delays due to compulsory warehousing/transloading Major delays due to pre-shipment inspection Major delays due to maritime transshipment Criminal activities (e.g. stolen cargo) Solicitation of informal payments in connection with logistics activities 2/34 Since 2011, have the following factors improved or worsened in your Customs clearance procedures Other border-related government agencies clearance procedures Quality of trade and transport related infrastructure Quality of telecommunications/IT infrastructure	Nearly Always Country of wor Much Worsened Country of wor	Worsened	About the Same	Rarely O O O O O O O O O O O O O O O O O O	Hardly Ever



United States



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



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

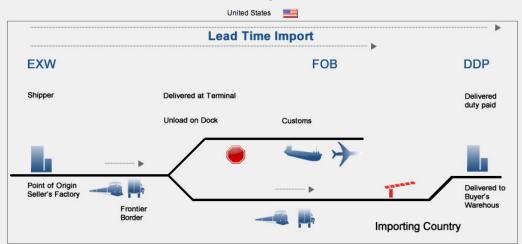
Please select from below the portion of the supply chain that best describes your work

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



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
- O BY LAND -- Import carriage: EXW to DDP
- O 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



	Your Country of Work	1			
/24 How many government agangi	United States United States	ally dool with i	n vour oou	entry of work	(United States)
	es involved in the clearance process do you typic	ally deal with	ii your cou	initiy of work	(Officed States)
For imports	Select \$				
For exports	Select \$				
34 How many forms do you typic	ally have to submit, for clearance, in your country	of work (Unite	d States)		
For imports	Select \$				
For exports	Select \$				
34 For imports, estimate the avera	age <u>time</u> taken between the submission of an accates)	epted Customs	s declaration	on and notific	ation of clearar
Without physical inspection	Select \$				
With physical inspection	Select \$				
34 What are the main methods for	determining whether shipments are physically ins	spected by <u>Cu</u>	stoms		
	Yes	N	0	N/A	Do not kno
Automated risk assessment	0	0		0	0
Inspector discretion	0	0		0	0
u Are Here ► Begin Survey > Int	ernational LPI > <u>Domestic LPI</u> > <u>End Survey</u>			-	Survey Status
	Your Country of Work				
	United States				
	eference prices or other forms of arbitrary uplifts?				
○ Yes ○ No					
○ N/A					
O Do not know					
34 Please evaluate the following sta	atements regarding Customs, in your country of wo	rk (United State	es)		
		Yes	No	N/A	Do not know
Can Customs declarations be sub	mitted and processed <u>electronically and on-line</u> ?	0	0	0	0
Can supporting documentation be <u>line</u> ?	e submitted and processed <u>electronically and on-</u>	0	0	0	0
Does Customs allow for pre-arriv	val processing of import shipments?	0	0	0	0
Does Customs code require imporgoods?	ters to use a <u>licensed</u> Customs Broker to clear	0	0	0	0
Are you or your customer able to goods for imports?	choose the <u>location of the final clearance</u> of the	0	0	0	0
Can goods be <u>released pending</u> <u>guarantee</u> ?	final clearance against an accepted	0	0	0	0
Are you and your peers invited for (periodic meeting, consultative for	or dialogue by Customs through a formal process rum or committee or the like)?	0	0	0	0
In cases of dispute with Customs review/appeal procedure avail	or another border agency, is a non-judicial lable?	0	0	0	0
Are up to date import/export requ website?	uirements and procedures <u>published on an official</u>	0	0	0	0