

## Logistics Performance Index (LPI) 2018 Questionnaire

**1/33** Your position in your company (choose one)

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

**2/33** Organizational level

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

**3/33** What is the number of employees for your company (choose one) \*

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

**4/33** The freight mode you typically deal with in your work (choose one)

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

**5/33** Direction of trade and transport you are primarily dealing with (choose one)

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

**6/33** 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

**7/33** Which of the following geographical regions do you deal with most in your work (choose one)

--- Select --- ▼

**8/33** The country you are currently working in \*

Afghanistan ▼

Check here to confirm country selection \*

You have selected

Afghanistan

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

**9/33** 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)

10/33 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
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11/33 Evaluate the **quality of trade and transport related infrastructure** (e.g. ports, railroads, roads, information technology) in...

	Very low	Low	Average	High	Very high
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12/33 Assess the **ease of arranging competitively priced shipments** to ...

	Very Difficult	Difficult	Average	Easy	Very Easy
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13/33** 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
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14/33** Rate the ability to track and trace your consignments when shipping to...

	Very low	Low	Average	High	Very high
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**15/33** 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
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**16/33** 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
Iran, Islamic Rep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United Arab Emirates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
China	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turkey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
United States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian Federation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17/33 Based on your experience in **international logistics**, please select the options that **best describe** the operational logistics environment **in your country of work** (Afghanistan)

	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"/>

18/33 Evaluate the **quality of trade and transport related infrastructure** (e.g. ports, roads, airports, information technology) in your country of work (Afghanistan)

	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"/>

**19/33** Evaluate the competence and quality of service delivered by the following in your country of work (Afghanistan)

	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"/>

**20/33** Evaluate the efficiency of the following processes in your country of work (Afghanistan)

	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"/>

**21/33** In your country of work (Afghanistan), how often do 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"/>

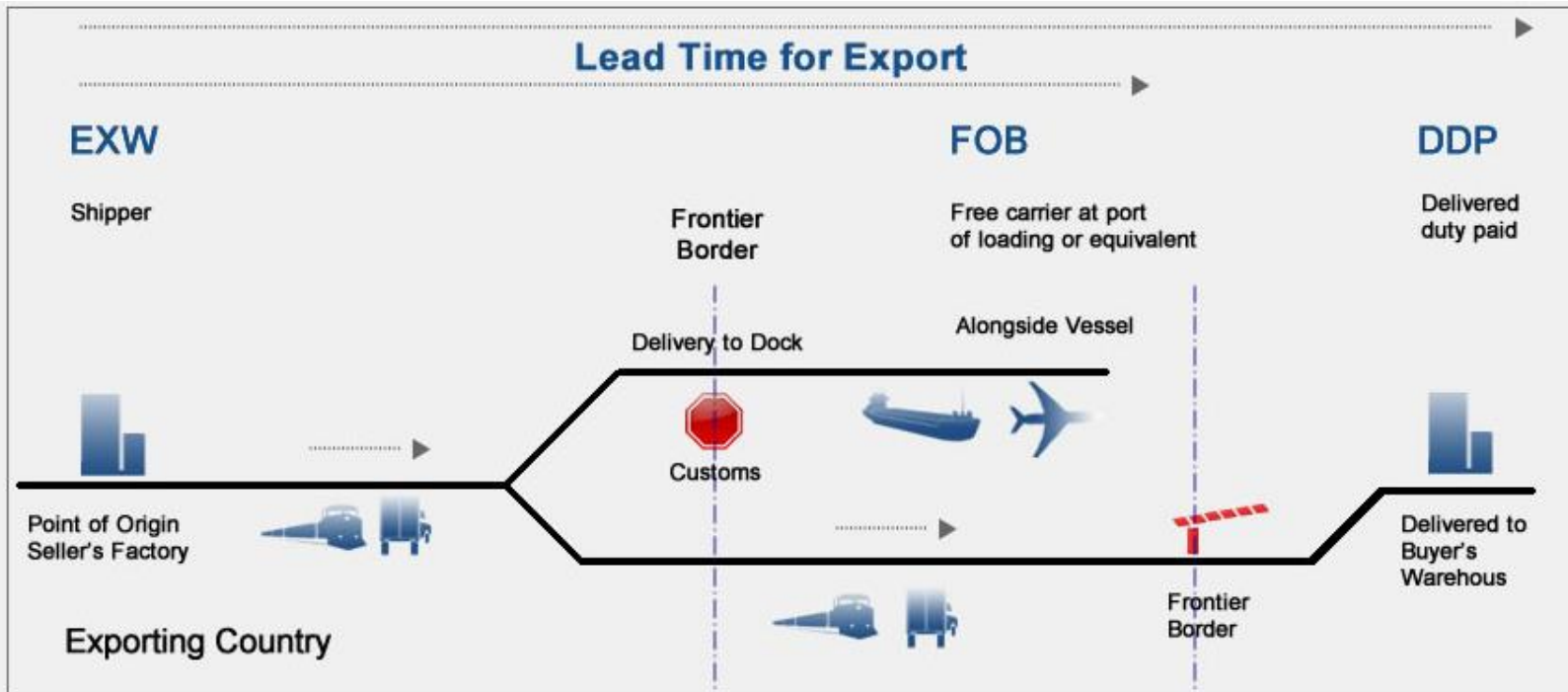
**22/33** Since 2015, have the following factors improved or worsened in your country of work (Afghanistan)

	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"/>

**23/33** Since 2015, please assess the following developments in your country of work (Afghanistan)

	Much decreased	Decreased	About the same	Increased	Much increased
The demand for traditional freight forwarding as a commercial service (e.g. booking of cargo capacity, preparation of transport documents, customs clearance) has...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased use of electronic trading platforms (B2B and B2C) by shippers mean that our business volumes have...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cybersecurity threats in logistics have...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our firm's preparedness for cyber threats has...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

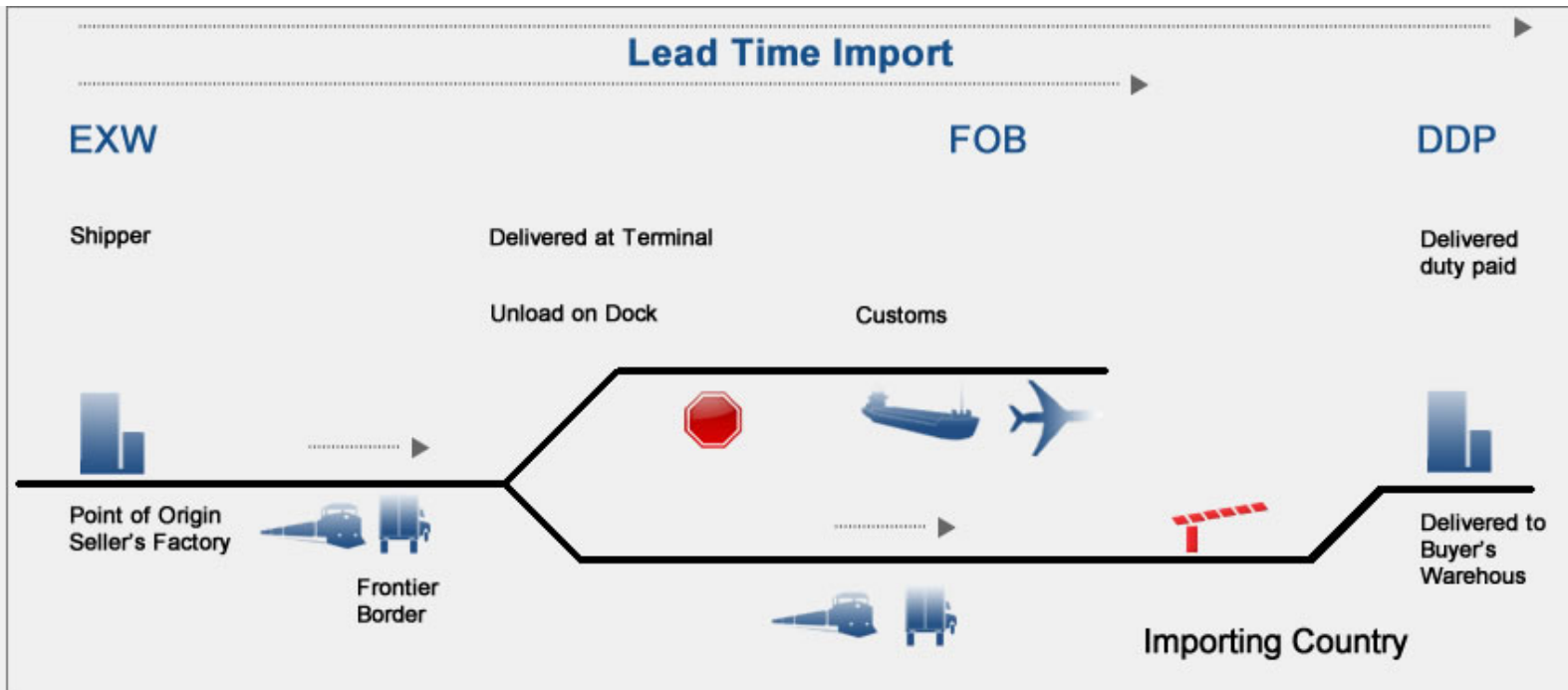




24/33 When **exporting** a full load from your country of work (Afghanistan), please estimate the following **distance** and **time** parameters.

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



**25/33** When **importing** a full load to your country of work (Afghanistan), please estimate the following **distance** and **time** 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

**26/33** 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 (Afghanistan) meeting your quality criteria for delivery to the consignee

--- Select --- ▼

**27/33** How many government agencies involved in the clearance process do you **typically** deal with in your country of work (Afghanistan)

For imports --- Select --- 11 ▼

For exports --- Select --- 11 ▼

**28/33** How many forms do you **typically** have to submit, for clearance, in your country of work (Afghanistan)

For imports --- Select --- 11 ▼

For exports --- Select --- 11 ▼

**29/33** For imports, estimate the average **time** taken between the submission of an accepted Customs declaration and notification of clearance in your country of work (Afghanistan)

Without physical inspection --- Select --- 24 ▼

With physical inspection --- Select --- 24 ▼

**30/33** 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"/>

**31/33** On average, what percentage of your import shipments is **physically inspected** (excluding X-ray and scanning) in your country of work (Afghanistan)

--- Select --- ▼

**32/33** Of all the import shipments what percentage are **physically inspected more than once** in your country of work (Afghanistan)

--- Select --- ▼

33/33 Please evaluate the following statements regarding Customs, in your country of work (Afghanistan)

	Yes	No	N/A	Do not know
Can Customs declarations be submitted and processed <b><u>electronically and on-line</u></b> ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does Customs code require importers to use a <b><u>licensed</u></b> 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 <b><u>location of the final clearance</u></b> of the goods for imports?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can goods be <b><u>released pending final clearance against an accepted guarantee</u></b> ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>