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The World Bank invites you to take part in the Survey on Logistics Performance 2009. 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 (LPI 2009). This data, published by the World Bank, is closely monitored by policy makers and professionals in developing and industrialized economies. At the end of the questionnaire you'll have access to the results of the previous report (LPI 2007), which had a major impact on trade facilitation and logistics reforms and investment.

A NOTE ON SURVEY NAVIGATION:

If you do not know the answer to a question, please leave it blank. You may have to move down each screen in order to see all of the questions. PLEASE DO NOT USE THE BUTTONS ON YOUR BROWSER TO MOVE FORWARD OR BACKWARD THROUGH THE SURVEY. Instead, click the Previous, Next, or Resume Later buttons at the bottom of each screen.

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 2009 Survey website. If you re-enter, you will be returned to the place in the survey where you stopped. Please make note of it or save it for future reference.

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](#) | [Inicio de la encuesta](#) | [开始](#) | [Commencer l'enquête](#) | [Начать Сессию](#)]



**LPI Survey 2009**

Please select from each group the option that **best describes** your current work:

1/35. Your position in your company:

<input type="checkbox"/>	Senior Executive
<input type="checkbox"/>	Area and/or Country Manager
<input type="checkbox"/>	Department Manager
<input type="checkbox"/>	Supervisor
<input type="checkbox"/>	Operations
<input type="checkbox"/>	Other

3/35. Main line of your work:

<input type="checkbox"/>	Full Container/Trailer Loads
<input type="checkbox"/>	Less than Full Container/Trailer Loads
<input type="checkbox"/>	Bulk/Break Bulk Cargo
<input type="checkbox"/>	Customer Tailored Logistics Solutions
<input type="checkbox"/>	Warehousing and Distribution
<input type="checkbox"/>	Courier Services
<input type="checkbox"/>	Most of the above

5/35. Direction of trade and transport you are primarily dealing with:

<input type="checkbox"/>	Export
<input type="checkbox"/>	Import
<input type="checkbox"/>	Export and Import
<input type="checkbox"/>	Domestic
<input type="checkbox"/>	All

2/35. Organizational level:

<input type="checkbox"/>	Corporate and/or Regional Headquarters
<input type="checkbox"/>	Country Branch Office
<input type="checkbox"/>	Local Branch Office
<input type="checkbox"/>	Independent Firm/Entrepreneur

4/35. The freight mode you typically deal with in your work:

<input type="checkbox"/>	Maritime
<input type="checkbox"/>	Road
<input type="checkbox"/>	Rail
<input type="checkbox"/>	Air Transport
<input type="checkbox"/>	Express delivery
<input type="checkbox"/>	Multimodal

6/35. Which of the following geographical regions do you deal with most in your work:

America

7/35. The country you are currently working in:
You have selected

8/35. Enter the postal or ZIP code of your facility (alternatively enter the name of the city):



**LPI Survey 2009**

In this part of the questionnaire, questions 9 to 15, 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. (**Chile**)

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.:

9/35. 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
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

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LPI Survey 2009

10/35. Evaluate the [quality of trade and transport related infrastructure](#) (e.g. ports, railroads, roads, information technology) in...

	Very low	Low	Average	High	Very high
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

11/35. Assess the [ease of arranging competitively priced shipments](#) to ...

	Very Difficult	Difficult	Average	Easy	Very Easy
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

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LPI Survey 2009

12/35. 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
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

13/35. Rate the [ability to track and trace your consignments when shipping to...](#)

	Very low	Low	Average	High	Very high
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

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LPI Survey 2009

14/35. Compared to the situation in year 2005, is it easier or more complicated to comply with the **cargo security requirements** (i.e. screening, advance information) when arranging shipments to:

	More Complicated	Complicated	About the Same	Easier	Much Easier
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

15/35. 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
China					
United States					
Japan					
Brazil					
Lesotho					
Sri Lanka					
Mexico					
Italy					

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**LPI Survey 2009**

In this part of the questionnaire, questions 16 to 21, you are invited to provide **your assessment** on the logistics environment and institutions **in your country of work (Chile)**:

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

16/35. Based on your experience in **international logistics**, please select the options that **best describe** the operational logistics environment in your country of work (**Chile**) :

	Very high	High	Average	Low	Very low
Port charges					
Airport charges					
Road transport rates					
Rail transport rates					
Warehousing/transloading service charges					
Agent fees					

17/35. Evaluate the **quality of trade and transport related infrastructure** (e.g. ports, roads, airports, information technology) in your country of work (**Chile**):

	Very low	Low	Average	High	Very high
Port infrastructure					
Airport infrastructure					
Road infrastructure					
Rail infrastructure					
Warehousing/transloading facilities					
Telecommunications infrastructure and IT services					

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LPI Survey 2009

18/35. Evaluate the **competence and quality of service** delivered by the following in your country of work: **(Chile)**

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

19/35. Evaluate the **efficiency** of the following processes in your country of work: **(Chile)**

	Hardly Ever	Rarely	Sometimes	Often	Nearly Always
Are import shipments cleared and delivered as scheduled?					
Are export shipments cleared and shipped as scheduled?					
Is Customs clearance a transparent process?					
Do you receive adequate and timely information when regulations change?					
Do traders demonstrating high levels of compliance receive expedited Customs clearance?					

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20/35. How often in your country of work (**Chile**), you experience :

	Nearly Always	Often	Sometimes	Rarely	Hardly Ever
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					

21/35. Since 2005, have the following factors improved or worsened in your country of work (**Chile**) :

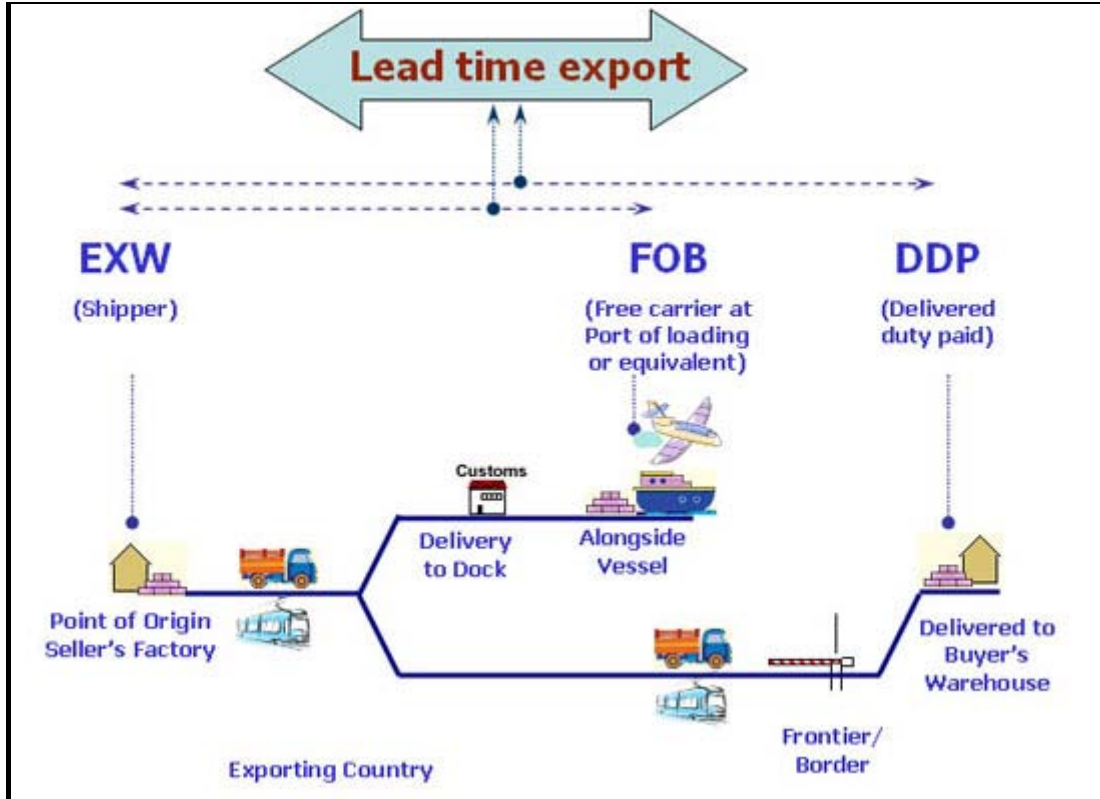
	Much Worsened	Worsened	About the Same	Improved	Much Improved
Customs clearance procedures					
Other border-related government agencies clearance procedures					
Quality of trade and transport related infrastructure					
Quality of telecommunications/IT infrastructure					
Quality of private logistics services					
Regulation related to logistics					
Incidence of corruption on logistics activities					

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In this part of the questionnaire, questions 22 to 35, you are invited to provide **your assessment** on the logistics performance **in your country of work (Chile)**:



22/35. When **exporting** a full load from your country of work (**Chile**), 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

TO PORT / AIRPORT -- Export pre-carriage: EXW to FOB	
Typical distance (excluding international shipping)	0
Best case (up to 10% of the shipments are pre-carried within)	0
Median case (50% of the shipments are pre-carried within)	0
Typical charge for a 40' dry container or a semi-trailer (i.e. total freight including agent fees, port, airport and other charges)	0 \$ (US dollars)
BY LAND -- Export carriage: EXW to DDP	

Typical distance (excluding international shipping)	<input type="text" value="0"/>
Best case (up to 10% of the shipments are carried within)	<input type="text" value="0"/>
Median case (50% of the shipments are carried within)	<input type="text" value="0"/>
Typical charge for a 40' dry container or a semi-trailer (i.e. total freight including agent fees and other charges)	<input type="text" value="0"/> \$ (US dollars)

23/35. When **exporting** from your country of work (**Chile**), please indicate in the following main Incoterms 2000 clauses, the **percentage** applied to the shipments you handled in 2008:

	E: Departure	F: Main Carriage Unpaid	C: Main Carriage Paid	D: Arrival
	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

24/35. 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

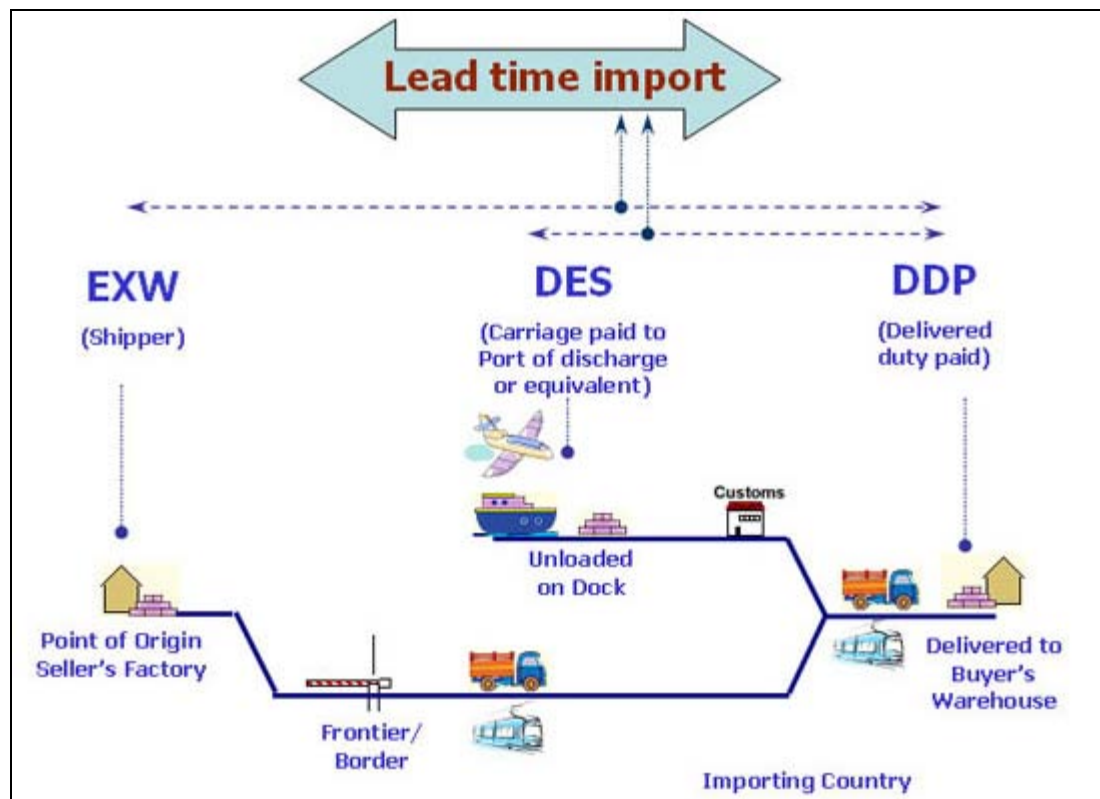
(Chile) on the same routes? times more

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25/35. When **importing** a full load to your country of work (**Chile**), please estimate the following **time** and **cost** parameters.

FROM PORT / AIRPORT -- Import on-carriage: DES to DDP

BY LAND -- Import carriage: EXW to DDP

Both

FROM PORT / AIRPORT -- Import on-carriage: DES to DDP	
Typical distance	-- Select --
Best case (up to 10% of the shipments are on-carried within)	-- Select --
Median case (50% of the shipments are on-carried within)	-- Select --
Typical charge for a 40' dry container or a semi-trailer (i.e. total freight including agent fees, port, airport and other charges)	-- Select -- \$ (US dollars)
BY LAND -- Import carriage: EXW to DDP	
Typical distance	-- Select --
Best case (up to 10% of the shipments are carried within)	-- Select --
Median case (50% of the shipments are carried within)	-- Select --
Typical charge for a 40' dry container or a semi-trailer (i.e. total freight including agent fees and other charges)	-- Select -- \$ (US dollars)

26/35. When **importing** from your country of work (**Chile**), please indicate in the following main Incoterms 2000 clauses, the **percentage** applied to the shipments you handled in 2008:

	E: Departure	F: Main Carriage Unpaid	C: Main Carriage Paid	D: Arrival
--	--------------	-------------------------	-----------------------	------------

	-- Select --	-- Select --	-- Select --	-- Select --
--	--------------	--------------	--------------	--------------

27/35. 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 (**Chile**) meeting your quality criteria for delivery to the consignee

-- Select --

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28/35. How many government agencies including Customs do you **typically** deal with in your country of work (**Chile**)?

For imports	
For exports	

29/35. How many documents do you **typically** have to submit to border-related government agencies involved in the clearance process, including Customs in your country of work(**Chile**)?

For imports	
For exports	

30/35. For imports, estimate the average **time** taken between the submission of an accepted Customs declaration and notification of clearance in your country of work (**Chile**)?

Without physical inspection	
With physical inspection	

31/35. On average, what percentage of your import shipments is **physically inspected** in your country of work (**Chile**)?

32/35. From the _____ of your import shipments physically inspected, what proportion of shipments are inspected more than once in your country of work (**Chile**)?

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33/35. What are the main methods for determining whether shipments are physically inspected by Customs in your country of work (**Chile**)?

	Yes	No	N/A	Do not know
Automated risk assessment				
Inspector discretion				
Other methods				

34/35. What are the main methods used by Customs in your country of work(**Chile**) for valuation of goods:

	Yes	No	N/A	Do not know
Reference price				
Invoice value				
Inspector discretion				
Other methods				

35/35. Please evaluate the following statements regarding Customs, in your country of work (**Chile**):

	Yes	No	N/A	Do not know
Can Customs declarations be submitted and processed electronically and on-line ?				
Do Customs allow for pre-arrival clearance of merchandise/shipment for imports?				
Does the Customs code require importers to use a licensed Customs Broker to clear goods?				
Do Customs use post-clearance audit for imports ?				
Are you or your customer able to choose the location of the final clearance of the goods for imports?				
Can goods be released pending final clearance against an accepted guarantee?				
Are you and your peers invited for dialogue by Customs through a formal process (periodic meeting, consultative forum or committee or the like)?				
In cases of dispute with Customs or another border agency, is a review/appeal procedure available?				
Do you receive advance notification of binding changes with respect to tariff classification, valuation or rules of origin?				

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