

Awareness of Container Damage Survey

Thank you for participating in this survey. The purpose of this survey is to assess awareness of consignees/consigners (shippers) awareness of container damage inspection. Awareness of container damage will help minimise claims. Your input will be used to make recommendations to industry as well to government on the importance of knowing who and what needs to be done in container inspection during stuffing / un-stuffing of containers. The researcher sincerely hopes that you would make this study a success by answering all questions frankly, honestly and thoroughly. Your privacy would be retained and no information obtained from this study shall be disclosed in any manner that will identify you. All information obtained would be kept strictly confidential. The data obtained will be analyzed in groups using a statistical approach. Specific instructions are given at the beginning of each section of the questionnaire. Kindly complete the questionnaire by answering all questions in each section. I wish to thank you in advance for your cooperation and participation in this study.

Yours sincerely,

#1 Dr Anthony Vaz +6 016 6918753 anthony@must.edu.my

#2 Muhammad Bin Abdullah +6 03 33245300 muhammaddnd@dnd.com.my

#3 Baizura +6 03 33245300 baizuradnd@dnd.com.my

Section A: Demographics

The questions in this section will help the researcher develop groups of organisations in industry that may benefit from this survey.

1.Type of organization

- Multi National Corporation
- Small Medium Enterprise

2.Number of Twenty Foot Equivalent Units (TEUs) handled annually

- 0 – 5
- 6 to <12
- 12 to <24
- 24 to <50
- 50 or more

3. Number of employees in warehouse

- 0 – 5
- 6 to <12
- 12 to <24
- 24 to <50
- 50 or more

4. Type of equipment used for container handling

(More than 1 response is permitted for this question)

- Container Forklifts
- Hand Pallet Truck
- Loaded Container Handlers
- No equipment used (manual labour only)

5. Containers ordered from?

(More than 1 response is permitted for this question)

- Shipping Line
- Container Leasing Company
- Non-Vessel Operating Common Carrier (NVOCC)
- Shipper Own Container (SOC)

6. What is your average cargo weight per container?

- < 10 tonnes
- 10 to <24 tonnes
- 24 to <30 tonnes
- >30 tonnes

7. My forklift drivers are trained to handle

(More than 1 response is permitted for this question)

- Cargo Weight
- Dangerous Goods
- All types of other cargo (bundle, cartons, drums, jerrican, bags, barrels)
- No formal training (on the job training only)

8. Location where loading & unloading of containers done at

(More than 1 response is permitted for this question)

- Warehouse premise
- Factory premise
- Open yard
- By the roadside

Section B: General container damage statements

These statements attempt to determine your general understanding of inspection and repair criteria of containers

9. Use of checklist & photo taking - from Institute of International Container Lessors (IICL) guidelines for inspection criteria

	Never	Rarely	Sometimes	Most of the time	Always
I use a in house inspection checklist to check container condition during un-stuffing / stuffing.	<input type="radio"/>				
I take photos of the container condition external (door, side panel, rails, top and underneath) and interior (door, gasket, side panel, top panel and floorboard)	<input type="radio"/>				

10. General checklist statements - from Institute of International Container Lessors (IICL) guidelines for inspection criteria

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am well versed with the inspection & repair criteria as laid down by the Unified Code for Inspection & Repair Criteria (UCIRC) guidelines	<input type="radio"/>				
I am able to differentiate between acceptable damage and non-acceptable container damage	<input type="radio"/>				
I am able to differentiate between unavoidable change or deterioration of the condition of the container brought about by routine operational use or by wear & tear	<input type="radio"/>				

Wear & tear can be defined as general paint deterioration	<input type="radio"/>				
Wear & tear can be defined as deterioration of door gaskets and fittings	<input type="radio"/>				
I am able to differentiate between unavoidable change or deterioration of the condition of the container brought about by routine operational use or by wear & tear	<input type="radio"/>				
Wear & tear can be defined as general paint deterioration	<input type="radio"/>				
Wear & tear can be defined as deterioration of door gaskets and fittings	<input type="radio"/>				
Wear & tear can be defined as deterioration of door fixings arising from deterioration of doors	<input type="radio"/>				
Wear & tear can be defined as flooring de-laminations resulting from routine cargo handling and unloading cycles	<input type="radio"/>				

Section C: Specific container inspection statements

These statements attempt to determine your specific understanding of inspection criteria of containers

11. When I receive a container for stuffing/unstuffing,

	Never	Rarely	Sometimes	Most of the time	Always
I inspect external aspects of the container for any signs of container damage	<input type="radio"/>				
I am aware of acceptable and non-acceptable tolerances & permitted damage when inspecting container rails, headers, sills, posts, floor under structure, doors, panels and other items and components of containers	<input type="radio"/>				
Rails/Headers & Sills: I inspect the rails (top, bottom side rail & flange), headers (front & rear headers) & sills (front & rear sills) for holes, cuts, tears, breakages & cracks	<input type="radio"/>				
Posts: I inspect the posts (corner posts & corner castings) when I receive a container for holes, cuts, tears, breakages, cracks and deformities	<input type="radio"/>				
Floor Under Structure: I inspect the floor structure (fork lift pocket & goose neck tunnel assembly) & cross members for holes, cuts, tears, breakages and cracks	<input type="radio"/>				
Other Container Components: I inspect the floor planks, panels (for holes other than nail holes) and floor fastenings (for broken, loose and missing fasteners)	<input type="radio"/>				

Doors: I inspect the doors & bars (for holes, cuts, tears, breakages, crack components and deformation affecting security, operation of doors and water-tightness)	<input type="radio"/>				
Doors: I inspect for loose or missing data plates on doors	<input type="radio"/>				
Panels: I inspect the side, front, roof panels including the header plate for dents, holes, tear and cuts	<input type="radio"/>				
Other items: I inspect the lashing rings, all surfaces for breaks, cracks, missing rings, glue, odour, infestation, debris, transferable contamination, blocked vents, graffiti)	<input type="radio"/>				
Other items: I inspect ISO decals (image on surfaces) whether they are missing or illegible	<input type="radio"/>				
Other items: I inspect rain gutters to check for damage affecting door operations	<input type="radio"/>				
Other items: I check for hazardous labels remaining on panels	<input type="radio"/>				