

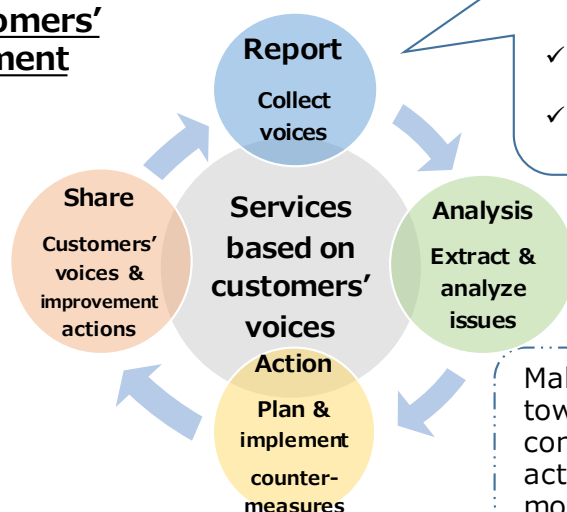
ANA Cargo thoroughly listen to the “customers’ voices”

Customers’ needs, based on valuable voices, will be respectfully studied, reflecting in the service quality enhancement.

Cycle leading customers’ voices to improvement

Type of customers’ voices

- Compliments
- Complaints
- Opinions & Requests



- ✓ Voices given to the airports & sales (voices collected from staff’s reports, utilizing internal system)
- ✓ Voices provided to the WEB – Customer Support
- ✓ Voices responded to the Customers Satisfaction Survey

Making efforts to enhance awareness towards the customers by sharing the contents of the voices & improvement actions within ANA cargo division on a monthly basis, utilizing internal tools.

Introduction of customers’ voices of fiscal year 2020

* Voices & improved cases are partially introduced.

Customer’s voice

The form of loadable cargo flight schedule (PDF file) of Sep in ANA Cargo HP was user-unfriendly, summarized together with the passenger’s in one same file, which used to be separate before.

Improved

Since Oct. 2020, the form was changed, indicating passenger and freighter flights separately in different files as before.
http://www.anacargo.jp/ja/news/101021_1.html

Customer’s voice

Inquiry, regarding possibility of cat transport, received from the customer. Though checking the ANA Cargo HP, the booking method was not indicated, so the customer had to call the airport. Inquiry contact is not user-friendly, was the opinion.

Improved

Though the pet transportation information is posted in the domestic page of ANA Cargo HP, it was not in the international page.
 While the demand of pet transport is increasing, the information has been also introduced in the international cargo page from April.

- Japan domestic transportation of pets;
<http://www.anacargo.jp/ja/dom/regulations/animal.html>
- International transportation of pets;
<http://www.anacargo.jp/ja/int/regulations/animal.html>

Customer’s voice

Compliments from the customer transporting culturing coral from Ishigaki to Haneda. The customer thanked all the concerned handling staff for transporting the coral in extremely good condition.

In order for ANA to transport various cargo in proper condition, products or services corresponding to each characteristic of the cargo is provided. Also, through transportation of Novel Coronavirus vaccines, we will contribute to realize a society at the soonest stage possible, enabling people to live stably and securely. For international cargo, a wide range of services lineup, such as temperature controlled products suitable for pharmaceuticals transport, are provided. Please do try our high quality services for the transportation of your important shipments.
<https://www.anacargo.jp/ja/int/service/>

Customer’s voice

When watching the news of Coronavirus vaccine transportation on ANA flights, I saw a glint of hope. Of course the situation is still severe, but wanted to send an email of encouragement, as one of the ANA supporters.

Since ANA cargo division will make every effort to further enhance its services, fully respecting the customers’ voices, any frank opinions or requests are always welcome. Voices are accepted at each airport or sales.

