

## SUSMILE Capsule 2.2.2

### Answers

Note that the complexity and details may vary according to students' level.

*How would you describe a perfect delivery? What must be fulfilled? Think about different aspects and stages.*

Possible answer:

A **perfect delivery** refers to a timely, complete and error-free delivery, carried out in all circumstances according to the individual requirements of the customer as expressed in the agreement that has been made with them. Timeliness of delivery is determined by the agreed delivery time, completeness of delivery is compared to the number of units ordered, and faultlessness of delivery depends on the correctness of supporting documents such as invoices and the exclusion of other possible defects in the delivery process. The end customer is satisfied.

*Have you ever had an unsatisfactory experience with your private or business delivery? What went wrong and how did you deal with the situation?*

Students' own answers.

