

Containerisation International Shipper Sentiment Survey: CMA CGM scooped pole position in overall performance on Asia trade



The Group came out top as the best shipping company for its performance at every level on the Asia trade in a survey of around 50 customers by the British magazine, Containerisation International.

Customers were asked to rate all the carriers based on 12 criteria, in particular:

- Claims processing,
- Accuracy of invoices,
- On-time shipments,
- Rate flexibility,
- General financial health, etc

This recognition is the result of the commitment by all the teams responsible for the transpacific services, led by James Caradona in the CMA CGM Asia Regional Office under the responsibility of Claude Lebel.

"The ranking reminds us that a combination of accurate invoicing, timely documentation and on time shipments are our Customers key factors allowing CMA CGM in Asia to gain Pole position in this important CI Shipper Sentiment Survey. It is a perfect combination of efforts from HO Line management, Asian with US Agencies and Regional offices working together serving our accounts that has allowed us to gain such ranking. Now we must ensure we can keep it consistently" says Claude Lebel.

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