



AWARD-WINNING QUALITY



BEST-IN-CLASS SERVICE QUALITY

Throughout its over 40 year history of consistent growth, Armstrong Relocation has received a variety of noteworthy awards from its clients and from United Van Lines, the largest group of moving agents in the world.

United has developed a Quality Service Process that is unique within the industry in terms of longevity and comprehensiveness. Among the key elements of this Process are ten Standards of Performance, representing the critical aspects of a relocation. Through a written survey distributed to over 80,000 transferees each year, feedback is compiled by a third-party research agency. Each United agent receives quantitative reporting on its service quality performance, along with its ranking relative to other agents. In recognition of truly outstanding performance, United issues the following awards:

- **THE PRESIDENT'S QUALITY AWARD** is prized above all others. This coveted honor is presented by United annually to the single agent receiving the highest quality scores within the entire van line. Armstrong relocation received its first President's Quality Award for 2002, ranking above over 500 other agencies.
- **THE VAN OPERATOR OF THE YEAR AWARD** is presented annually to the top performing driver in satisfaction scores, claims avoidance and safety performance. Armstrong drivers, competing with over 7,000 drivers in the United system, have received two such awards since 1998.
- **THE CUSTOMER CHOICE AWARD** is earned annually by the agent receiving the highest quality score within its volume group. Armstrong has received five such awards since 1994.

THE QUEST CONTINUES

The entire Armstrong Relocation team is dedicated to the pursuit of service excellence. Recognizing that the quest for quality is a never-ending pursuit, Armstrong continues to identify and employ innovative processes and people who realize that being "good enough" never is.

When faced with the challenges of navigating the murky waters of relocation, why not choose a trustworthy, experienced guide? As hundreds of clients can attest, when you select Armstrong, you can be confident your most difficult moving challenges will be addressed in a prompt, effective, and professional manner. Trust Armstrong Relocation's award-winning team to safely navigate your journey.



www.ArmstrongRelocation.com

