



www.allied.com

## Making a quality investment is easy with Allied.

Nothing earns a customer's trust like quality. And while other van lines talk about it, Allied actually does it. Since 1996, Allied instituted a Quality Service Audit (QSA) to assure our customers are getting the highest quality service available anywhere.

Allied utilizes a third-party provider to conduct a customer service satisfaction survey after each move. Based on customer feedback, we have developed a set of exclusive, quality-enhancing programs to ensure every move goes the right way.

### Quality Standards

Allied Quality Standards were developed in partnership with the Quality Alliance to facilitate system-wide continuous improvement, ensuring customer satisfaction. The standards defined address "key drivers of customer satisfaction" and involve all service providers that touch our customers.

### Quality of Service Audit System

Developed in 1996, the QSA is a customer survey process that allows us to gain critical, timely customer feedback on all aspects of the customer's satisfaction. Over 32% of our customers are contacted with the results closely monitored daily by agents and corporate alike.

### Allied Master Movers™

Motivating our drivers to reach new levels of performance and expertise is what keeps our service levels growing and improving. There are 10 rigorous standards a driver must meet in order to attain the title of Allied Master Mover™, including ranking in the top percentage of all drivers in customer service survey scores.

### Safety Standards

As a responsible motor carrier, Allied places a high priority on safety. All drivers are required to complete a pre-qualification "certification of safety knowledge test" and a "defensive driving course." And on an ongoing basis, all active drivers and Safety Officers are required to complete monthly training assignments on important regulatory compliance topics and safe driving practices.

### Equipment Standards

All vehicles must be inspected daily by the driver and there are formal inspections twice a year. Vehicles must regularly be cleaned inside and out, and appearance must be at an acceptable level at all times.

### Quality is key!

Don't underestimate the value Allied places in obtaining your feedback and incorporating it into our practices. It has helped to shape our business through the 88 years we've been around and reinforces our commitment to delivering an exceptional moving experience. Trust Allied—your moving company of choice.



2015 - 2017  
**WOMEN'S CHOICE AWARD®**  
AMERICA'S MOST RECOMMENDED  
MOVING COMPANY

To learn more, please contact your local agent or visit [allied.com](http://allied.com)

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