

Atlas' World-Class Commitment Program



Your added assurance of outstanding quality service.

Atlas is known for quality service. Our commitment to service excellence has made us the second-largest van line in the industry. Much of this success can be attributed to our outstanding network of quality agents. Atlas regularly evaluates the performance of our agents according to our World-Class Commitment program and they must meet or exceed its stringent standards to maintain their Atlas affiliation.

You deserve high quality service from the highest quality agents.

Atlas initiated the World-Class Commitment program in 1993 to ensure you receive the highest quality service in the business. The program closely monitors agent performance in 12 categories that most impact the service you receive, including customer satisfaction, estimating accuracy and claims experience.

An Atlas quality expert personally inspects our agencies to guarantee they meet Atlas' quality standards. No matter which Atlas Agent services your relocation, you know they are qualified and dedicated to your total satisfaction.

We don't settle for average...

The Atlas World-Class Commitment program is part of a never-ending quest for improvement. Each year we toughen the standards in an on-going pursuit to provide you with total service satisfaction. We will never abandon our objective: to exceed your expectations by providing outstanding quality service.





Ask us about our puppy...

See our mascot "Sniffer" in action at www.atlasworldgroup.com. The introduction of a puppy to represent the van line has attracted the attention of loyal Atlas customers and prospects in every segment of Atlas business. From household goods to specialized transportation and commercial truckload, the puppy is part of the Atlas message of **integrity, quality and solutions**.

integrity | quality | solutions

global relocation • benefits • recruiting • logistics • travel



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NOTICE: Atlas Van Lines, Inc. is an interstate motor carrier. Each affiliated agency is independently owned and operated. An affiliated agency represents Atlas for **interstate** (from one state to another) moves only. **Local** and **intrastate** (within a single state) moves are not provided as an agent of Atlas. Questions concerning *local* and *intrastate* moves should be directed to your local agency representative, not to Atlas Van Lines, Inc.

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