

# Service



## QUALITY INITIATIVES

American Red Ball has quality initiatives in place for use by agents and drivers to ensure consistent quality service.

A few of the issues addressed in our written quality procedures include the proper ways to:

- Educate customers about the move process so there are no surprises.
- Project a professional appearance.
- Perform an accurate and complete survey.
- Inform customers of items they are required to disassemble and service, such as weight sets, swing sets, and appliances.
- Properly process and document firearms contained in a shipment.
- Advise customers of the need to dispose of hazardous materials.
- Complete and accurate paperwork preparation.
- Protect high value items.
- Protect the residence from damage.
- Communicate with the customer in a timely and respectful manner.
- Proper preparation of the shipment for safe transportation.