

City Moving & Storage Ltd.

Worldwide Moving and Storage Specialists.

Quality Policy & Quality Objectives

The Quality Policy of City Moving & Storage Ltd has been prepared and endorsed by executive management to ensure that our customers receive a furniture removal service for private individuals which meets the requirements of BS EN 12522 and FIDI FAIM.

That they receive quality, reliability and integrity in the services provided by the Company and that customer needs expectations and requirements are met and maintained.

It is the Company's objective to achieve and maintain a quality assurance programme through the adoption of the above standards together with good managerial skills and techniques, proper systems of control, training of staff and provision of appropriate equipment and compliance at all times with the relevant legislation.

The Policy is aimed at developing in each employee a sense of personal responsibility for quality improvement and, through adherence to this Policy by all personnel in the Company aims to demonstrate its commitment to quality.

The system is mandatory for all employees.

Our Quality Objectives

In Accordance with our FIDI FAIM obligations, we shall:

- Contract the transferee with 1 working day of receipt of a request from a booking agent to schedule a pre-move survey.
- Submit quotation to booking agent with 3 working days of the pre-move survey date, unless otherwise agreed.
- Submit the quotation to the mover within 4 working days of the pre-move survey date, unless otherwise agreed.
- Provide a response to any other rate enquiry from another agent within 2 working days of the request, unless otherwise agreed.
- To Achieve 100% positive customer satisfaction in at least 80% of booked moves, measured by 'Would the customer use us again?'
- All complaints must be acknowledged within 5 days of receipt.



Signed:
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Quality
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