

Quest for Quality Award

The Quality Shows In Every Move We Make

The quality does truly show in every move we make. As shown in the chart below, United has proved once again that it stands out from the competition. This year, the survey combined high-value goods carrier and household-goods carriers into one category for van lines. Only three van lines made it into the survey, with United Van Lines being named the winner in the overall category and the winner of the customer service and equipment and operations categories. United also scored nearly three points higher than the industry's average score.



	Customer Service	Equipment & Operations	On-time Performance	Value	Information Technology	Weighted Score
United Van Lines	6.56	5.94	11.64	7.96	3.08	35.18
Mayflower Transit	6.20	5.35	11.93	8.18	3.25	34.92
Allied Van Lines	6.31	5.20	12.53	6.97	3.00	34.01
AVERAGE	5.75	5.41	10.65	7.86	2.89	32.56

“Over the years, United has repeatedly earned “Quest for Quality” honors,” said Casey Ellis, vice president of sales for United Van Lines. “We are pleased to be recognized again by our customers for our performance and service. Although we are proud of our past achievements, we will continue to look for ways to exceed our customers’ expectations.”

Mayflower Transit Wins Quest for Quality Award

Mayflower Transit, one of the nation's oldest and largest van lines, has been recognized as one of the "best of the best" in transportation and logistics in the 23rd annual "Quest for Quality" readers' survey conducted by Logistics Management. The survey is the most comprehensive customer satisfaction survey across all major modes of transportation and allows customers to rate carriers on five quality criteria: on-time performance, value, customer service, information technology and equipment and operations.



This year, the survey combined high-value goods carrier and household-goods carriers into one category for van lines. Only three van lines made it into the survey, with Mayflower Transit being named the winner in the overall category and the winner of the value and information technology categories. Mayflower also scored nearly two points higher than the industry's average score.

"Over the years, Mayflower has continued to strive and grow in its quality service," said Casey Ellis, vice president of sales for Mayflower. "We are pleased to be recognized by our corporate customers for our performance, value and dedication to technology. We remain committed to continual improvement and exceeding customers' expectations in the future."

Logistics Management and Reed Research Group surveyed readers who are qualified buyers in their respective service modes. Surveys were sent to readers both by mail and e-mail; the results were based on more than 6,000 completed surveys.

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Mayflower Transit, founded in 1927, transports household goods, electronic equipment, trade show exhibits and displays, works of art, and specialized freight, utilizing a network of 800 affiliated agents throughout the United States and around the world. Mayflower's headquarters offices are located in suburban St. Louis, Mo. Further information about the company is available at www.mayflower.com.