



# On the Move

Spring 2009

**Inside this issue:**

Johnson & Johnson Names Clark & Reid Transportation Provider of the Year for the 2<sup>nd</sup> Year in a Row 1

Clark & Reid Company, Inc. Receives Top Recognition in 2009 Trippel Survey 1

Defying Economic Trends and Bringing New Accounts Onboard 1

Improvements in 2008 2

Clark & Reid Receives Four Awards from Cartus 2

Clark & Reid Introduces a Dedicated Bi-Weekly Fine Furniture Delivery Service to Metro NYC 2

## Johnson & Johnson Names Clark & Reid Transportation Provider of the Year for the 2<sup>ND</sup> Year in a Row

For the second consecutive year, Clark & Reid Executive Relocation was awarded the *Transportation Provider of the Year Award* for Household Goods Moving at Johnson & Johnson's annual Transportation Provider's Day. This award recognizes Clark & Reid's continued commitment to Johnson & Johnson and their transferees including unparalleled dedication and performance with the highest level of quality.



At the conclusion of each quarter, members of Johnson & Johnson's Transportation Provider Supply Chain are requested to present their best practices for the quarter under review. In addition, the collaborative group discusses the effects of industry trends and overall expectations for upcoming months. Clark & Reid Company, Inc. is consistently recognized for their creative resolutions.

## Clark & Reid Company, Inc. Receives Top Recognition in Alan Trippel's 2009 Relocation Program Managers' Survey on the Household Goods Industry

- #1 Net Satisfaction Level in "Overall Performance"; +80% above the industry average
- #1 Net Satisfaction Level in "Delivering Maximum Employee Satisfaction"
- #1 in "Overall Pricing Structure and Billing"; +103% above the industry average in net satisfaction
- +92% above the industry average in the "Willingness to Recommend" category

Not only did Clark & Reid receive an exemplary percentage of "Outstanding" votes, they are the only named household goods provider to receive unanimous endorsement within the categories of "Willingness to Recommend" and "Overall Satisfaction".

### About the Trippel Survey:

The Primary Business of the Trippel Survey and research is conducting independent customer satisfaction surveys for relocation professionals; either companies relocating employees or the service firms providing services to the relocating employees.

## Defying Economic Trends and Bringing New Accounts Onboard

- Consumer Relocation Services
- Relocation Management Resource
- Paragon Relocation Resources
- Vermont Guild of Furniture Makers
- New Hampshire Furniture Masters Assoc.
- Lexicon Relocation
- AIREs
- Company C
- Nouvelle at Natick



## Improvements Made in 2008

Clark & Reid has a history of continuous improvement and progressive development with a strong focus and dedication to customer satisfaction. This is witnessed by the changes implemented by the Clark & Reid staff in 2008. The warehouse staff at Clark & Reid strove to maintain a clean, safe, and professional working environment while being even more diligent with their check-in and check-out processes. The operations staff set performance goals fleet wide that were specific to the highest quality performance. The drivers at Clark & Reid worked under a very extensive ranking program that promoted top notch performance, and rewarded high scores.

Continuous Improvement has allowed Clark & Reid to maintain the position as America's Highest Rated Mover for over a decade. The company has demonstrated its willingness and drive to lead the industry through award-winning services, dedicated personnel, and long-standing traditions.



### Clark & Reid Receives Four Awards: Commitment to Excellence Platinum Commitment to Excellence Gold Supplier Innovation Award Global Network Voice of Customer



Clark & Reid, Inc. was honored for outstanding performance by Cartus at its 2008 Global Network Conference held October 27-28 in Washington D.C. Cartus Global Network is Cartus' industry-leading worldwide service provider network. Each year, Cartus recognizes the companies and individuals in the Network who have provided extraordinary service to its international customers and clients.

Clark & Reid was awarded four awards, the Global Network *Commitment to Excellence* Platinum, the Global Network *Commitment to Excellence* Gold, the *Supplier Innovation Award* and the Global Network *Voice of Customer Award* for its exceptional service results. These awards are presented to the service provider who embodies the best of the best in demonstrating knowledge, principle, service, and trust as selected by Cartus Supply Chain Management.



## Clark & Reid Introduces a Dedicated Bi-Weekly Fine Furniture Delivery Service to Metro NYC

Due to increasing demand in the metro NYC area, Clark & Reid Fine Furniture began offering a dedicated service from Greater Boston to NYC departing every other week.

Readers interested in acquiring more information on this new service should email [finefurniture@clarkreid.com](mailto:finefurniture@clarkreid.com)



## Clark & Reid Gains Industry Certification as a ProMover

Billerica, MA – Clark & Reid Executive Relocation has been officially certified as a ProMover by the industry's trade group, the American Moving & Storage Association (AMSA).

AMSA provides ProMover certification only after the designated company has passed a background check of its operations and has agreed to abide by a set of honorable business practices and AMSA's Code of Ethics.

"I am delighted and enthused that we have successfully met all of the qualifications and become part of the elite ProMover family of movers," said Don Martin, President and CEO of Clark & Reid. "This achievement will give our customers the assurance they are dealing with a legitimate, professional mover and can expect the highest quality service. Becoming a ProMover is consistent with our company's long history of giving our customers reliability and quality."

The certification authorizes Clark & Reid to display the bold capital "M" logo that is the mark of a ProMover in its advertising and marketing materials as well as on its Web site.



## What is Q12 ?

The Gallup Q12 survey is an employee engagement questionnaire that has been used in the United States and throughout the world. It has been well documented that an engaged employee is a productive and happy employee. Therefore, quantifying how engaged employees are is useful data to any employer. So far this survey has been used by:

- 5.4 million employees
- 620,000 workgroups
- 504 organizations
- 16 major industries
- 7 major world regions
- 137 countries

The employees at Clark & Reid participated in the 12 question employee engagement questionnaire in November. This opinion poll was anonymous and allowed the entire Clark & Reid staff to freely express their opinions. The results of the survey were very positive for Clark & Reid and our employees. In the spirit of continuous improvement a Q12 task force has been created to address and openly discuss the results. The Q12 team members represent each department and meet every two weeks with Chris MacKenzie and Mara Kaufman. There will be a company-wide unveiling of the task force's findings in April 2009.

## Thank You Ralph for 49 Years of Hard Work and Dedication

Ralph Neal was a valued member of the Clark & Reid team for 49 years and has recently decided to retire. Throughout his 49 year career he worked as a driver, warehouse supervisor, and oversaw facility maintenance. He will no longer be shoveling snow off his driveway or scraping ice from his windshield because he is going to be enjoying his retirement down in sunny Florida. His service at Clark & Reid was valued and his presence will be missed.

Come back for a visit and bring some sun with you!

