



## **For Immediate Release**

### ***Paul Arpin Van Lines Earns a Best-in-Class Carrier Designation from the U.S. General Services Administration***

**West Warwick, R.I.**

Paul Arpin Van Lines is proud to announce that it has earned an above-average GSA Customer Service Index (CSI) rating of 106.97 applicable for the upcoming cycle November 1, 2004 through October 31, 2005. CSI is a performance metric used by the relocating federal employee and the GSA agency's Transportation Officer to evaluate each transportation provider's services. Out of the nation's top ten van lines, Arpin received the second highest CSI ranking. Such high marks prompted the GSA to expand Arpin's designated serviceable areas to include an additional 36 traffic lanes.

Customer feedback performs a key role in determining a carrier's CSI rating. Following every move, the employee is required to complete a quality assurance survey (Form 3080). The survey evaluates carrier performance in areas that strongly impact customer satisfaction such as quality of packing, on-time pickup and delivery, personal courtesy, clarity of communications, responsive problem solving and claims experience.

A major factor which contributes to Arpin's ability to obtain such exceptionally high scores year in and year out is the company's commitment to continuous improvement. All Arpin team members understand that an ongoing dedication to providing high quality services is key to sustaining competitive success and are focused on finding and implementing ways to add value for customers. Performance excellence is stressed very highly across the board at Paul Arpin Van Lines. The company's core values *to provide its customers with world-class service, to foster and maintain a team oriented culture, and to promote business growth and profitability for the benefit of all team members* guide all aspects of Arpin's business culture.

"Our agents and team members have demonstrated a commitment to knowing our customers' needs, to satisfying those needs, and to delivering on our commitment 100% of the time," states Paul Arpin Van Lines' President David Arpin. "Their achievements set them apart from the average transportation services provider."

Headquartered in West Warwick, Rhode Island, Paul Arpin Van Lines is a quality-driven, privately owned and operated company, having as its core philosophy the importance of Creating Customers for Life." The official mover for the LPGA, Arpin has over 330 agencies located nationwide. To learn more about this world-class company, log on to [www.arpin.com](http://www.arpin.com).

To view the current GSA Customer Satisfaction Index rankings in its entirety, log on to [http://www.gsa.gov/gsa/cm\\_attachments/GSA\\_BASIC/csidomestic11.1.04\\_R2-eB2-h\\_0Z5RDZ-i34K-pR.pdf](http://www.gsa.gov/gsa/cm_attachments/GSA_BASIC/csidomestic11.1.04_R2-eB2-h_0Z5RDZ-i34K-pR.pdf)