

## FOR IMMEDIATE RELEASE

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# CONRAD SWANSON HEADS NEW ARPIN GROUP SERVICE IMPROVEMENT DIVISION

*Division is Designed to Centralize Arpin Quality Control*

**EAST GREENWICH, R.I. (July 17, 2007)** – Arpin Group, Inc., a leader in international and domestic household goods forwarding, has selected Conrad Swanson to become the Vice President of Service Improvement. Arpin Group, Inc., is the holding company for Arpin International Group and Arpin Van Lines.

Swanson, the general manager of Arpin Van Lines of Rhode Island, will oversee the newly created service improvement division. The department has been established to centralize quality control for all Arpin companies and divisions.

“Over the past two years, we have worked hard to integrate our domestic and international functions and streamline the moving process for our customers,” said David Arpin, President and CEO of Arpin Group, Inc.

“Our new service improvement division is designed to consolidate our many quality control programs and continue to ensure customers receive the same high-quality performance they have come to expect from us.”

The service improvement division will create a task force consisting of representatives from the operations, agency development and customer care divisions involved in national account business, as well as staff from the military and GSA divisions. This committee will address solutions to quality-related issues as they pertain to Arpin drivers and agents. The committee will review performance and provide feedback on acceptable levels of service. It will also facilitate communication between the van line and service providers in an effort to improve Arpin Group’s service level across all lines of business.

### **About Arpin Group, Inc:**

Arpin Group, Inc. is the holding company for Arpin Van Lines, Arpin International Group, Arpin Moving Systems (Canada), Star Moving Network, and Intermodal Credit Corp. Headquartered in East Greenwich, R.I., Arpin Group is an industry leader in household goods moving, corporate, government and military relocation, and specialized transportation services. With over 100 years of experience and a reputation for excellent service, Arpin Group is the only family owned and operated company that has remained dominant and successful for more than a century. Arpin is the official mover of the LPGA, a member of the Customs Trade Partnership Against Terrorism, the American Moving and Storage Association and is fully accredited by the International Federation of International Furniture Removers (FIDI). For more information, please visit [www.arpin.com](http://www.arpin.com) and [www.arpinintl.com](http://www.arpinintl.com).

