

Alexander's Moving & Storage has gained the coveted ISO 9002 Certification



After months of work and training, Alexander's Director of Quality and Customer Satisfaction, Allan Browning (left), accepts the ISO 9002 certificate from Ascet's Christophe Fondin. Ascet is the auditing firm responsible for recommending certification to the ISO. Both the Baltimore and Tustin Alexander's passed their audits the first time, with neither office receiving non-conformity — which is said to be a very impressive accomplishment.



Alexander's ISO Team in Tustin, California: (front) Lori Schaeffer, Don Hill, Allan Browning, Christophe Fondin (Ascet); (back) Kristy Lemmerman, Gail Ann Lynch, Danyelle Frakes, Joe Cenack and Shari Benkhe.



Following a long period of hard work, effort and commitment, Alexander's Moving & Storage has gained the coveted ISO 9002 certification established by the International Organization for Standardization — a worldwide coalition promoting quality standards.

Alexander's is the first Atlas agent — and one of only a handful of full-service moving companies — to achieve the certification. The certification means that Alexander's is now internationally recognized as having a model for quality assurance.

Alexander's certification, which was awarded by ISO auditing company Ascet, is unique in that most companies only certify one aspect of a business. The certification encompasses everything Alexander's does as a service company.

"We had already undergone measurement under Atlas Van Lines' rigorous quality program and implemented our own formal quality process," states Alexander's President Don Hill. "Progression of our quality process made ISO certification the next logical step."

Alexander's assembled teams in Tustin and Baltimore under the direction of director of quality and customer satisfaction Allan

Browning. Browning also prepared the offices for the arduous auditing process and acted as liaison with Ascet, the auditing company. The process required months of work and training.

ISO certification requires companies to establish and document quality criteria, then measure performance against the criteria and rectify any variances or non-conformance.

"I wasn't sure that a service company could attain the goal,

especially a moving company with all our intangible requirements," says Hill. "There are only about 8,600 ISO registered companies in the U.S., and less than 15% are certified after the initial audit."

"But I knew if anybody could do it, we could."



Alexander's ISO Team in Baltimore, Maryland: Beth Nidam, Jody May, Robby Burch, Amy DuBree and Arnie Schollian.