

Corrigan <i>Moving Systems</i>	Title: Mission Statement and Governing Values	
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**CORRIGAN MOVING SYSTEMS
MISSION STATEMENT AND GOVERNING VALUES**

I. Mission

“Our sole purpose at Corrigan Worldwide Moving Systems is to serve our customers to the very best of our abilities. We are completely committed to assembling and training the very finest group of professionals to move us toward our greatest goal. That is to over satisfy every customer that comes into contact with Corrigan Worldwide Moving Systems. Day in and day out we are relentless in our pursuit of excellence and the pursuit to provide the most professional relocation in the world.”

II. Governing Values

1. We strive to over satisfy every customer.
2. We strive to present ourselves at all times as true professionals.
3. We strive to be recognized as the best moving company in the world.
4. We strive to solve customer related problems immediately with a respectful attitude.
5. We strive to always be polite.
6. We strive to treat other agents as our customers and allies.
7. We strive to give our employee’s all the proper tools and training to perform at their best.
8. We strive to create a positive working environment for every Corrigan Moving Systems employee.
9. We strive to recognize and reward employee’s who show commitment to quality and excellence.
10. We strive to work together as a team and lend helping hands when ever necessary.
11. We strive to work as a team to reduce the amount of paper that is used.
12. We strive to create a “Green Friendly” environment.
 - a. Recycle paper
 - b. Sort used material for possible 2nd use.
 - c. Use reusable plastic products to reduce the use of paper.
 - d. Sort paper products to be recycled.

CORRIGAN MOVING SYSTEMS
QUALITY POLICY AND OBJECTIVES**I. Policy**

The management of Corrigan Moving Systems, Corrigan Air and Sea Cargo is committed to quality and the policy for quality. This commitment is reflected in the company's mission statement and governing values and in the following objective for quality.

II. Objectives

1. Meeting scheduled commitments at a level of 99% or better.
2. Achieve damage free and complete shipments at levels measured by the following (as reported by UVL);
 - a) Warehouse liability at or below 7.0%
 - b) Packing liability at or below .85%
 - c) Linehaul liability at or below 1.25%
 - d) Claim Frequency at or above a 1:9 ratio.
3. Offer reasonable costs as viewed by our customers. Measured by keeping the "no response" at or below 8% for question #15 in the UVL Customer Survey.
4. A prompt, courteous and satisfying service. Measured by a combined score ("would" and "definitely would") of 85% or better for question #10 of the UVL Customer Survey.
5. Accurate and complete documentation.