

AGS Group Quality Policy

The process of moving is a major transition in the lives of most people: a new country, a new culture and new living conditions. Our clients and their families need to quickly get their bearings. The good quality of their removals company is therefore essential to make the transition easier and maintain the balance and harmony of their family life. That's why at AGS we think, quite simply, that they deserve the best.

We have been international movers for over 40 years and our experience acquired throughout the world has enabled us to continually increase the quality of the services we provide.

Offering a professional service is guaranteed by our streamlined processes and our high standards that are the same on all three continents in which we operate. They are enforced and evolve daily thanks to our capacity to listen and to learn. In a perpetually evolving world, we evolve even faster and in a highly-structured manner. In doing so, I will commit to 3 points:

1. I am committed to place quality of service at the heart of our business. Together with my teams, we actively work together to maintain and improve quality.

- ✓ Objective 1: prepare, conduct and follow each move as assiduously as possible to reach a minimum satisfaction rate of 90%, evaluated by the client we move and on each of the 11 steps of the service rendered by our branches.
- ✓ Objective 2: choose reliable freight forwarders and shipping companies and decrease the incidents rate: <5% for the shipping companies' services and <10% for the freight forwarders.
- ✓ Objective 3: reduce the overall number of customer claims rate for services <1%.

2. We provide our clients with a dedicated AGS Group contact to ensure they have an easy, hassle-free complains or query channel - Mr Goodmove. The Mr Goodmove personnel have all the necessary knowledge and authority to assist with any issue.

- ✓ Objective 4: satisfaction rate on the quality of the service: >90%
- ✓ Objective 5: average response time: <24h for each client request.
- ✓ Objective 6: overall satisfaction rate of our customers following MGM's intervention: >90%

3. The opinion of our customers is the cornerstone of our continuous improvement and their intention to use us again, a performance indicator.

- ✓ Objective 7: quality survey return rate >50% for each branch.
- ✓ Objective 8: rate of clients likely to use our services again > 90%

We analyze the results and continuously lead targeted and coordinated Improvement Actions Plans, together with General and Operational Management Action Plans. We are constantly investing in the improvement of our customer services to ensure the best quality levels to customer requirements and applicable requirements.

As an innovative company, we continuously invest in the future.

Thanks to our teams of professional, committed and determined men and women, the AGS Group is the best choice for your international relocation.

AGS, you deserve the best.

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Cédric Castro
Chairman Executive Board

