

AGS Group Quality Policy

Moving is a real transition to a new country, a new culture, a new way of life. Our clients and their families need to quickly get their bearings. The quality of their removal company is therefore essential to facilitate the transition and maintain the balance and harmony of their family life. That is why AGS believes that they deserve the best. Mobility specialist for over 40 years and our experience gained across the different continents has enabled us to continually increase the quality of the services that we provide to our customers.

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 directly. Our standards are enforced and evolve daily due to our capacity to listen and to learn. In a continuously evolving world, we evolve even faster and in a highly-structured manner. In doing so, I commit to the following:

1. I commit myself with my staff to place quality of service at the heart of our business, actively working together to maintain and improve quality.

- ✓ Objective 1: prepare, conduct and follow each move assiduously to reach a minimum satisfaction rate of 90%, evaluated by the clients we move and on each of the 11 steps of the services 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 complaints rate for services <1%.

2. I commit myself with my staff to offer our customers, wherever they are, a friendly, available and authoritative AGS Group contact (Mister GoodMove) to support them effectively. 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 my branch.
- ✓ Objective 8: rate of clients likely to use our services again > 90%

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

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.


Cédric Castro
Chief Executive Officer