

news release

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UNITED VAN LINES RECEIVES ISO 9001:2000 REGISTRATION

ST. LOUIS, April 17, 2003 – United Van Lines, the nation’s largest household goods transportation company, has received ISO 9001:2000 registration. National Quality Assurance USA (NQA), a world-renowned ISO registrar, conducted the registration audit. The announcement was made by Richard H. McClure, president and chief operating officer of UniGroup, the parent company of United Van Lines.

“Most companies like to say that they are committed to quality, but United has proven it by adhering to the strict standards of the ISO 9001:2000,” said McClure. “United Van Lines has always focused on continued quality, and this is just one more step in providing our customers with the highest quality moving services.”

The ISO 9001 standard is an internationally accepted set of guidelines and requirements used to define a globally recognized "Quality Management System" for an organization. One of the main tenets of the standard is for a corporation to demonstrate continual quality improvement. NQA is the impartial auditor who evaluated the effectiveness and completeness of the quality management system before recommending United’s registration.

United Van Lines transports electronic equipment, trade show exhibits and displays, works of art, and specialized freight, in addition to household goods. United, with headquarters located in suburban St. Louis, maintains a network of 1,000 affiliated agencies in 135 countries around the world. More information about United and its services can be obtained through the company’s Web site at www.unitedvanlines.com.