

# news release

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## UNITED VAN LINES WINS QUEST FOR QUALITY AWARD

ST. LOUIS -- United Van Lines, the nation's largest household goods transportation company, has been recognized as one of the "best of the best" in transportation and logistics in the 21st annual "Quest for Quality" readers' survey conducted by *Logistics Management*. The survey is the most comprehensive customer satisfaction survey across all major modes of transportation and allows customers to rate carriers on five quality criteria: on-time performance, value, customer service, information technology and equipment and operations.

This year, the survey combined high-value goods carrier and household-goods carriers into one category for van lines. Only three van lines made it into the survey, with United Van Lines being named the winner in the overall category and the winner of the majority of the five categories. United also scored more than three points higher than the industry's average score.

"Over the years, United has repeatedly earned "Quest for Quality" honors," said Carl Walter, vice president of marketing for United Van Lines. "We are pleased to be recognized again by our customers for our performance, service and value. Although we are proud of our past achievements, we remain committed to continual improvement and exceeding customers' expectations in the future."

*Logistics Management* and Reed Research Group surveyed readers who are qualified buyers in their respective service modes. Surveys were sent to readers both by mail and e-mail; the results were based on 2,468 completed surveys.

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](http://www.unitedvanlines.com).