

FIDI

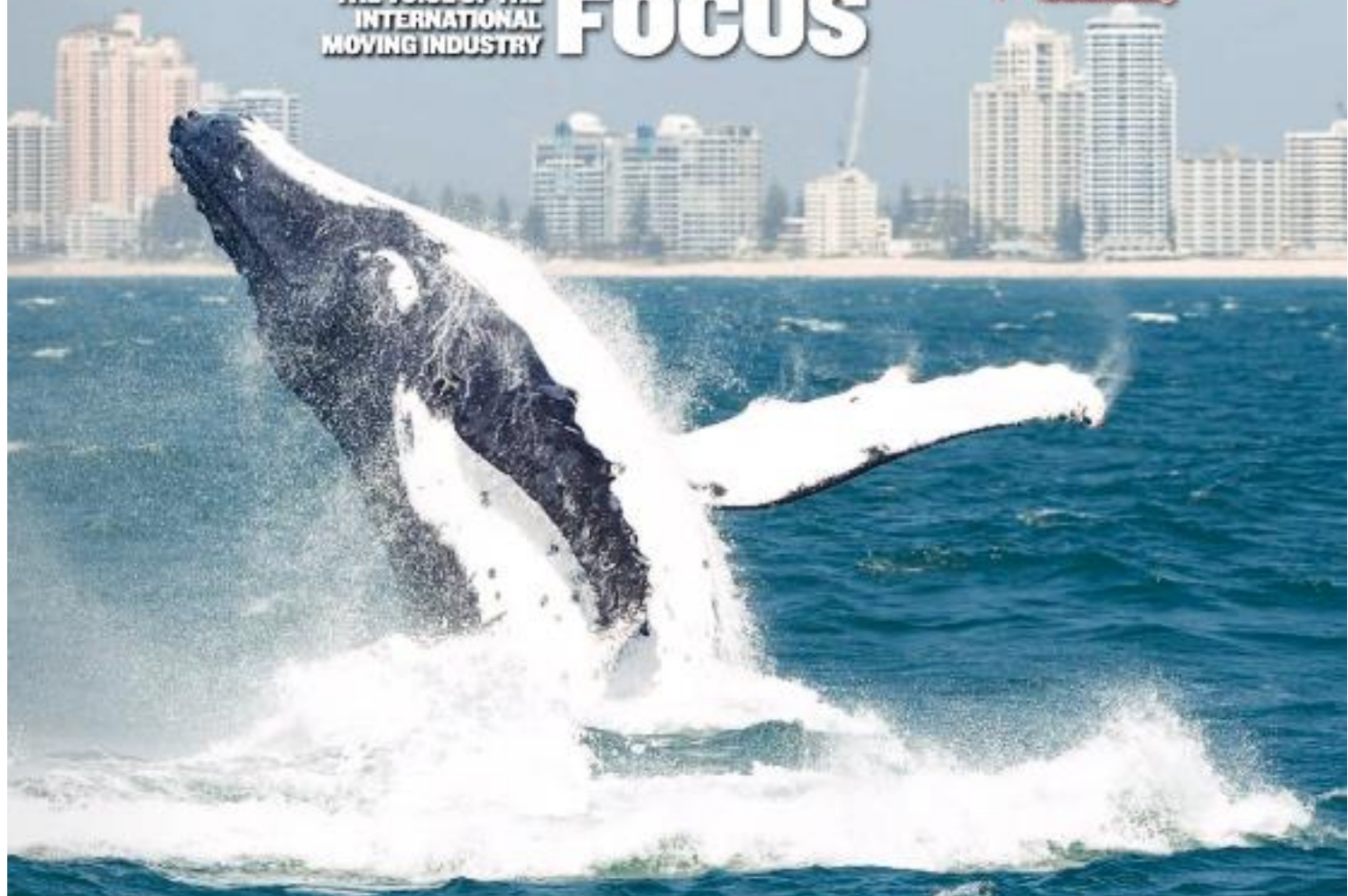
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FOCUS



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SPLASH DOWN IN SAN DIEGO

Have a whale of a time at the 2018 FIDI Conference!

RUSH HOUR

Why living and working in Hong Kong is special

RIO GRANDEES

A look at impressive movers in Argentina and Uruguay

PEACE OF MIND

US-based RMCs talk about FAIM certification

PLUS: INDUSTRY NEWS ■ PRESIDENT'S COLUMN ■ FIDI NEWS ■ PEOPLE MOVES ■ THE LIGHTER SIDE OF MOVING



KYRIAKO BOURIS, VICE-PRESIDENT, GLOBAL TRANSPORTATION SOLUTIONS, WEICHERT WORKFORCE MOBILITY, GREATER NEW YORK CITY AREA, NEW YORK, USA



Whenever and wherever possible, we use a FIDI Affiliate for international moves. We have created a global network based on FIDI Affiliates, and, while we don't insist they use only those agents in our network, almost all employ a FIDI Affiliate to deliver the services.

We use FAIM-certified FIDI Affiliates more than 95 per cent of the time for our international moves, with the exception being parts of the Caribbean where a FIDI Affiliate does not currently exist.

This gives assurance that the companies we are entrusting our customers' household goods to, are focused on quality and service delivery, just like Weichert. The audit process is rigorous, and not just any moving company can become a FAIM-certified FIDI Affiliate. It takes hard work, determination, and commitment to quality. We consider our supplier partners an extension of our own company, so it's important to make sure we're working with companies that embody our core values and culture.

FAIM certification has certainly become more important for us in recent years. The household goods industry has been challenged with industry consolidation, financial stability and, of course, an ongoing focus on controlling costs. FAIM-certification gives assurances that other organisations cannot, by addressing these concerns including:

- Quality of the supplier including detailed inspections of facilities, packing material, and service team evaluation
- Financial security and stability
- Data protection and privacy
- Anti-corruption programme evaluations and requirements.

Perhaps most importantly, is the peace of mind we have knowing the agents we partner with have a focus on quality, just like we do. The validation FIDI brings with the FAIM audit assures our clients that their employees are in great hands.

Choosing a FIDI Affiliate represents best value for us. The focus is on quality and this is supported and validated by the audit process. It's easy to cut corners and project a 'cheaper move' – but what is the real cost to the customer? The FAIM audit focuses on those critical components that can make or break our supply chain:

- Quality of materials and facilities
- Qualifications of the personnel
- Service delivery model and standardised operating procedures
- Financial stability
- Anti-corruption
- Data protection

Today's focus on anti-corruption, data privacy, and financial stability is a mandate for global oversight audit and compliance. FIDI offers that through the rigorous audit process and onsite evaluations. It's not a simple 'check the box', but a physical evaluation of agents around the world, focused on quality, service delivery and process improvement. Knowing an agent has been FAIM-certified gives those assurances.