

direction

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The Magazine of the American Moving & Storage Association



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FAST FACTS
Real Estate Trends

Interstate Achieves ISO 9000:2008 Recertification



Morrissette

Interstate Group Holdings Inc. has passed its ISO 9001:2008 reassessment. The ISO 9001:2008 is an internationally recognized quality management system standard developed by the International Organization for Standardization (ISO). Only 1 percent of U.S. companies, and only 5 percent of international

companies, are registered as ISO-compliant due to the organization's stringent audit requirements.

In the entire relocation industry in the U.S., less than 1 company in 1,000 has been ISO-registered.

"We have maintained this certification since 2000," says Arthur E. "Bud" Morrissette IV, Interstate managing director. "But our dedication to high-quality moves and superior customer service dates back to Interstate's inception in 1943. Most companies

only have one ISO-compliant division. Interstate is proud to have the certification across all its business units, which is a testament to our corporate-wide commitment to executing the very best moves and relocations."

To pass the international certification, organizations must have a strong customer focus, the motivation and implication of top management, solid documented processes and quality review systems that measure continual improvement.

IN MEMORIAM

John W. Steiner, chairman emeritus of the Ace World Wide Group of Companies, died Sept. 16 in Milwaukee, Wis. He was 73. Steiner began working full time in 1965 at Ace World Wide, which his father founded in 1948.

Steiner played an integral role in the moving and storage industry for more than 50 years. He helped create a stronger, more efficient business model for Ace World Wide, expanded operations nationwide, diversified into associated business ventures, and led others with his knowledgeable resources.

Steiner also played a vital role in the evolution of Atlas Van Lines;

he served on its board of directors starting in 1981. For 30 years, Steiner participated in milestone decisions that impacted the van line and its entire agency network.

In addition to his professional career, Steiner was a dedicated philanthropist in his community, generously supporting organizations and charities through planned donations and volunteerism. He served on the boards of numerous organizations and was a well-known and respected humanitarian.

He is survived by his wife, Carole; his children, Jason and Dean; grandchildren Sierra, Jack, Austin, Claire, Avery and Grant; a brother, Tom; sisters Kathi Breit, Nancy Bickle and Mary Floyd; and many nieces, nephews and other relatives.

Dean Shippert, who worked for 60 years at Allied Van Lines, died Aug. 16 in Rockford, Ill. He was 89. A Coast Guard veteran, Shippert is survived by six sons, Mike, John Patrick, Frank, Tom, Jim and Jeff; 26 grandchildren; 37 great-grandchildren; and two great-great-grandchildren.



Hollander

James Hollander, president of Hollander Moving & Storage, died Sept. 11 in Lake Forest, Ill. He was 55. He is survived by his wife, Mary; his children, Alyssa, Katie and Kerry; his parents, Richard and Patricia; and his brother, William. ■

AMSA PARTNER PROFILE

Save on Rentals and Used Truck Purchases With Penske

A company spending \$1,500 per month on truck rentals can save \$6,000 annually simply by using the AMSA national account #2458 (you can register under the national account number even if you already have a Penske account). Call 800-PENSKE1 (736-7531). In addition, Penske Used Trucks offers AMSA members the opportunity to easily and cost-effectively purchase used trucks through an exclusive national account program. Contact Penske Used Trucks today for more information at 888-803-5675.

AMSA Members Honored to Support Wreaths Across America

On Dec. 12, about 70,000 volunteers placed wreaths on the graves of all 230,000 veterans buried in Arlington National Cemetery. Several AMSA members donated their trucks and their time to transport the wreaths across the country, including:

- Steve and Angie Meyer and Seth Klein from Arpin Van Lines.
- Don Queeneey from Hampton Roads Moving and Storage, an Arpin agent.
- J.D. Morrissette and Chuck Corbin from Interstate Van Lines.
- Dave Kordonowy, Brian McGuinness and Josh Will, in a team of 16 employees and family members for JK Moving Services.

Corbin, McGuinness and Will are Army veterans. Will said he participated in the event to honor three of his fellow soldiers who were killed in action in 2013 in Afghanistan.

“They were all great soldiers,” he said. “Sgt. Caryn Nouv, a Baltimore native, is buried at Arlington. I was able to stop and introduce my daughter to her.”

The Arlington National Cemetery wreath-laying event is the largest in the nation, but it’s far from the only one. Across the country, volunteers laid more than 900,000 wreaths on the graves of American veterans; the moving and storage industry is estimated to have transported more than a tenth of all the wreaths delivered.

Spencer and Bobbie Mathis, owner/operators with Reliable Van and Storage, an Allied agent in Elizabeth, N.J., took a week off to deliver more than 4,000 wreaths to several cemeteries in the Northeast. Bobbie Mathis’ grandfather and father both were veterans, serving in World War II and Vietnam, respectively.

In recognition of the mission of Wreaths Across America to “Remember, Honor, Teach,” the



Don Queeneey's truck held 4,000 wreaths, which were unloaded and placed at headstones in less than 90 minutes.

Photos courtesy of Wayne Whitaker

Mathises took their 11-year-old daughter, Gracie, with them on the week-long job.

“It was nice to take Gracie out of school and show her the remembrance,” Spencer Mathis said. “She knows her Pappy and her Grandpappy were in the Army. She was excited to do this.”

Their final stop on the trip was Cypress Hills National Cemetery in Brooklyn; Peter Toscano Sr., owner of Reliable Van & Storage, met them there, and they all participated in the wreath-laying ceremony.

“It was a blessed honor to be part of it and help out,” Spencer Mathis said.

Bobbie Mathis said that she didn’t think their daughter really understood the meaning of the trip until the wreath-laying ceremony.

“There was a woman in the Army singing the national anthem,” she said. “She got choked up and couldn’t finish it, and the crowd picked it up and finished it. Gracie said later, ‘I found that girl and told her she had a really pretty voice and she did a good job. I wonder if she cried because she remembered someone who died.’ I said, ‘Maybe she did.’ ... When we’re not here to



Don Queeneey, vice president of Arpin agent Hampton Roads Moving & Storage, was honored for his contribution to Wreaths Across America. Movers were responsible for transporting 10 percent of wreaths for the entire program.



Seth Klein and Steve Meyer of Arpin Van Lines

remember my father and grandfather, we hope someone else does.”

AMSA salutes all the moving companies that supported Wreaths Across America this year, as well as the movers who transported wreaths as part of cross-docking operations.

For more photos from Arlington, visit ProMover.org/Wreaths.