



# Quality Matters:

## *Advantages of an ISO-Certified Vendor*

Pursuing the right partnerships, no matter what service you're seeking, comes down to a basic question: Who can you trust when the stakes are highest?

Consider a hospital undergoing major facility renovations. Before construction begins, administrators need to select a moving, storage and logistics services provider capable of managing all types of assets, including million-dollar equipment, sensitive data and irreplaceable samples.

There is no room for error. Choosing the wrong provider could have catastrophic consequences—significant financial losses, HIPAA security violations, unplanned downtime and irreversible damage to the hospital's reputation. Just about every company that responds to the hospital's RFP will claim to offer high-quality service. But few are held accountable to their claim by an unbiased, credible third party. For hospital administrators in this scenario, the smart choice is the one with the least amount of risk and the greatest likelihood of success—an ISO-certified vendor.

### **What ISO Certification Means for You**

The International Organization for Standardization (ISO) was established in 1946 as an independent, nongovernmental organization. ISO membership now includes 164 national standards bodies that set world-class specifications for products, services and systems for various industries. Together, their aim is to ensure quality, safety, reliability, security, efficiency and customer satisfaction.

ISO certification—specifically the ISO 9000 family of standards—verifies that a company routinely examines and improves its quality management systems. Certified companies have demonstrated the ability to consistently provide products and services aligned with customer, legal and regulatory requirements. Working with an ISO-certified vendor means you can expect:

- Flawless execution and high-quality experiences with every engagement
- Assured safety and security practices
- Greater efficiencies and reduced downtime
- Processes tailored to your needs

Decision-makers across industries choose ISO-certified service providers with confidence, knowing superior outcomes are assured via the consistent utilization of standard operating procedures throughout all phases of the project. These providers face scrutiny from a rigorous governing body, and the financial commitment required for ISO-certification is a strong indicator of stability.

**But what exactly does it take to earn an ISO distinction?**

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## Achieving and Maintaining ISO Certification

ISO certification is not given lightly. Companies invest a substantial amount of time, effort and money to earn and uphold ISO certification, validating their quality and experience on an annual basis.

At the outset, organizations must thoroughly document their standard operating processes for all common functions according to industry best practices. For a moving and logistics company, these documents may cover a range of tasks: establishing policies for issuing work orders and invoices; training staff on techniques for lifting, transporting and storing certain items; and articulating emergency crisis procedures.

After the documentation phase, companies must integrate their quality assurance procedures at scale. Everyone within the entire chain of command must learn how to perform the same tasks in the same manner.

Far from a “one-and-done” exercise, ISO mandates that certified organizations demonstrate their quality management proficiencies on an ongoing basis. Annual ISO audits measure successes and identify opportunities for improvement across different departments.

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## Interstate: ISO Certified for Over 20 Years

**Interstate** is one of only a few companies of its kind in the metropolitan Washington, D.C. region to hold ISO certification. With a mission focused on the delivery of *Top Hat*® services that dates back to its founding in 1943, the company has a history of delivering excellence to everyone entrusted in its care. The company first earned its ISO 9001 certification in 2000. In the years since, Interstate has reviewed and improved its quality management system across multiple business lines, including domestic and international moving and storage, supply chain, warehousing and logistics and relocation services.

As part of the company’s quality management efforts, all team members undergo 80 hours of training in its fully furnished, on-site *Top Hat*® training facility. In addition, movers use the ULTRAWRAP method, where all furniture and equipment is wrapped and padded in the customer’s building before it’s relocated onto the truck to ensure ultimate protection.

Interstate also maintains extensive infrastructure comprising over 6.5 million square feet of shared warehousing and distribution facilities around the world, which supports the management, transportation and handling of more than \$1 billion in equipment, goods and cargo every year.

Interstate’s warehousing, asset management and distribution programs support the receipt, inventory control and delivery of any asset, allowing for customizable solutions that fit each client’s unique needs. The company’s ongoing dedication to quality management has enabled Interstate’s logistics group to satisfy the most challenging requests across multiple transportation channels.

### Reap the Benefits of Certified Quality

Find out more about how your company can benefit from Interstate’s services and exceptional quality management.

Visit [MoveInterstate.com](https://www.MoveInterstate.com).

### About Interstate Moving | Relocation | Logistics

*The Interstate family of companies encompasses five distinct companies that provide global transportation, supply chain logistics and relocation management solutions to individuals, corporations and government agencies across town or around the world.*

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