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## ARPIN VAN LINES EARNS WEICHERT AWARD FOR HIGHEST SUPPLIER NETWORK SCORES

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Weichert Relocation Resources, Inc., Honors Arpin Van Lines with "2007 Balanced Scorecard Supplier Network Champion" Award

**WEST WARWICK, R.I.** (September 30, 2008) - Weichert Relocation Resources, Inc., (WRRI) awarded Arpin Van Lines as the "2007 Balanced Scorecard Supplier Network Champion." The Rhode Island based van line, which specializes in household goods moving for corporate, government, military and COD relocations, outperformed all suppliers on a range of criteria from overall service satisfaction rates to repeat business.

"We view our supplier partners as critical extensions of our organization, and hold them to the same rigid service benchmarks we set for ourselves," said Steve Jones, WRRI SVP. "By exceeding the performance and customer service targets we set for our suppliers through our Balanced Scorecard, Arpin has demonstrated commitment to transforming WRRI's value proposition into reality for the clients and relocating employees we serve."

"As one of the world's largest relocation and assignment management companies, WRRI, is serious about providing top notch service to some of the world's most respected companies," said David Arpin, President and CEO of Arpin Van Lines. "We are honored to have received this recognition from Weichert and are proud to be a trusted partner."

The Balanced Scorecard Award is given each year to the WRRI supplier who consistently meets or exceeds the company's strict criteria and performance metrics in every facet of their service delivery. The WRRI supplier with the highest overall success rate is recognized as the Balanced Scorecard Champion. In the area of household goods shipment, WRRI's criteria include overall customer satisfaction, self haul ratio, on-time performance, and claims performance. Eligibility is open to all WRRI supplier partners.

The Balanced Scorecard is a strategic tool used by Weichert Relocation Resources to align objectives and track performance at every level of the company, especially those processes having a direct impact on relocating employees. At the end of the year, the supplier partner who has achieved the highest level of success in relation to its targeted Scorecard goals is named WRRI's BSC Suppler Champion for the year.

## **About Arpin Van Lines:**

Arpin Van Lines, headquartered in West Warwick, Rhode Island, is an industry leader in household goods moving, corporate, government and military relocation, and specialized transportation services. With over 108 years of experience and a reputation of excellent service, Arpin Van Lines is the only family-owned and operated company that has remained dominant and successful for more than a century. Quality driven and privately owned, Arpin Van Lines' core philosophy has always focused on "Creating Customers for Life(r)." The Official Mover of the LPGA, Arpin Van Lines has over 330 agency locations throughout North America. Arpin Van Lines is a division of the Arpin Group, Inc., which also includes Arpin International Group and Arpin Moving Systems (Canada). For more information, please call 1.800.343.3500, ext. 413, or visit http://www.arpin.com/