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ARNOFF MOVING & STORAGE NAMED NORTH AMERICAN VAN LINES PURSUIT OF EXCELLENCE WINNER

Agency Recognized by Quality Program for Excellence in Service, Operations

Malta -- North American Van Lines, in conjunction with the NAMA (North American Movers Association) Quality Committee, proudly announces that Arnoff Moving & Storage of Malta, NY has been named a 2019-2020 Bronze Pursuit of Excellence award winner.

The Pursuit of Excellence program was designed to challenge the agents of northAmerican Van Lines to improve performance related to eight moving industry metrics: summer capacity growth, hauling growth, book/haul ratio, safety/CSA (compliance, safety, accountability), customer service ratings, claims frequency, claim severity, and sales growth. An agent achieves a gold, silver or bronze award based on the number of objectives met during the year.

“North American is a proud and historic brand in the moving and services industry,” says Kevin Murphy, Vice President and General Manager of North American Van Lines. “As a Pursuit of Excellence winner, Arnoff Moving & Storage personifies our van line’s strong commitment to provide a consistently exceptional level of service. Our organization is exceedingly proud to have Arnoff Moving & Storage of Malta as part of the northAmerican Van Lines family.”

“For 96 years, Arnoff Moving & Storage has focused on exceeding customer expectations,” says David Feldman, Vice President of Sales. “We are honored to be recognized with this award as an agent of North American Van Lines and look forward to many more years of providing professional and exceptional service to our customers and community.”

About Arnoff Moving & Storage

Since 1924, Arnoff Moving & Storage has been a family-owned and operated full-service moving and storage company serving New York’s Hudson Valley and Greater Capital Regions, Massachusetts, Connecticut, and Florida – and many other states across the country. Arnoff is the finest full-service organization, offering a wide range of solutions to meet your needs, from fine art shipping and antique furniture restoration to industrial rigging and records management. As an agent of North American Van Lines, we can provide local, long-distance, and international moves with efficiency. Arnoff Moving & Storage can be found online at www.arnoff.com.

About North American Van Lines, Inc.

With over 300 agents throughout the U.S. and Canada, North American Van Lines, Inc., established in 1933, is a leader in providing specialized transit services and high quality, personalized household goods moving services to consumers, corporations, military personnel and governments. North American, based in Fort Wayne, IN, is a wholly-owned subsidiary of SIRVA Inc., a leader in providing relocation solutions to a well-established and diverse customer base around the world. Information on North American Van Lines (U.S. DOT No. 070851) can be found on the Internet at www.northamerican.com.

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