

Gateway

The Newsletter for Andrews Blakeway Consult Relocation

SEAL OF QUALITY FOR ABC

ABC RELOCATION has become the first Relocation Company in Belgium to receive accreditation under the EuRA Quality Seal Programme and the first to receive the certification for two separate offices.

"Having carefully reviewed all of our procedures and operations over the last few months, the introduction of the programme came at exactly the right time for us", says John Blakeway, Quality Director - pictured below. "We had looked at a number of different accreditations such as ISO and Investors in People style programmes but the EuRA development seemed so appropriate, being designed specifically for the industry."

Tad Zurlinden, Chief Executive of EuRA, explained, "Our intensive Quality Seal, is a physical audit process, designed by relocation providers to reflect the very highest standards in the delivery of destination and mobility management services. This is a new standard, based on years of experience and quality management best practices."

Accreditation required a thorough documentation of the Company's methods of operation and was followed by a stringent audit by an external assessor.

Kathryn Andrews, Group Managing Director, was delighted to receive approval. "We have always focussed on quality service and this confirms our commitment to quality in all aspects of our business. Our clients can be confident that we are striving to provide them with a high level of service, backed by durable systems, a depth of knowledge and outstanding interpersonal skills - all of which are so vital in our business."



M.D. TAKES UP SENIOR EuRA POST



Kathryn Andrews, Managing Director of ABC Relocation, takes up her position as Vice President of the European Relocation Association (EuRA) shortly.

Having been a member of the Council since 2006, Kathryn was elected to the post earlier this year and is greatly honoured by the trust and confidence which has been shown in her. 2008 also marks the 10th anniversary of EuRA and the association has made great strides forward over the years.

Currently there are almost 300 members from every country in Europe as well as a number of worldwide members.

Kathryn recognises that many members see the Association as simply able to offer a networking facility. "Inclusion within the Directory of Members which now has a huge circulation and attendance at the Annual Conference are great opportunities for business creation. However, EuRA is now setting standards for its membership by way of the EARP training programme and, importantly, the Quality Seal. Gradually, we are genuinely raising the bar with regard to professionalism within the business and these are key issues which I am keen to develop and expand."



"Working alongside incoming President Helmut Berg, I am looking forward to developing members' interests and representing the industry in this challenging role."

Andrews Blakeway Consult Relocation maintains offices in Belgium and the UK.

From our office near Brussels, we provide a comprehensive range of services throughout Belgium, including, Work Permit, Visa and immigration assistance, homeseach services, temporary accommodation support, education advice and settling-in assistance.

The UK office manages relocations not only into and out of the UK but provides assistance with moves across the whole of Europe, sourcing local expertise and assistance and managing every aspect of relocations, whether for large group moves or single issues for private individuals.

Sterrebeeklaan 81
3080 Tervuren
Belgium

For more information please visit our website www.abcrelocation.com or contact our office.
 E-mail: john.blakeway@abcrelocation.com
 or kathryn.andrews@abcrelocation.com
 Tel: +32 (0) 2 767 2996

15 Hetherington Rise
Worcester WR4 0QG
England