



PT. KELLYS EXPRESS QUALITY PERFORMANCE

Commercial & Confidential



Our commitment in maintaining its quality in accordance with FAIM Requirements

KELLYS EXPRESS QUALITY PROCEDURE

We have set up stringent management systems, which allow for better control of processes including client communications, packing/loading, import/export, storage services and client follow-up. The result is to improve in controlling the operational resources, materials and subcontracting.

Our company adheres to the same quality management procedures and criteria based on those set by independent organizations. The quality management is defined by the management and applied by all Managers. Quality indicators, management review and corrective and preventive measures are the internal tools to ensure constant improvement of Kellys Express's services.

Kellys Express guarantees the continuous improvement of our services and the satisfaction of our clients and partners.

REGULAR AUDITS

We regularly conduct internal quality audits. These audits cover all activities relating to the management of the quality system. Internal audits are conducted by a qualified Quality Manager in the company, or a member of our independent and qualified auditing staff. The Quality Manager and the auditor ensure follow-ups on corrective measures and the conclusion of internal audits. Results are regularly reviewed by the management.

All departments at Kellys Express are subject to regular external audits, to ensure that their quality management system functions adequately and is implemented. The company undergoes an ISO 9001 : 2015 audit once a year, a FAIM audit every 3 years.

Kellys Express - Quality Policy and Accreditations

The standards applied at all divisions are in accordance with the requirements of ISO 9001 : 2015 (by SGS certification) and the quality standards, unique to our industry, such as Harmony Relocations, and FAIM (FIDI-Accredited International Movers).

FAIM

Created in 1997 by FIDI, FAIM is the strictest certification and the most recognized in the removal industry. We are proud to announce that Kellys Express is a FAIM accredited company.

The FAIM certification is aimed at companies that conduct international moves. We use the FAIM accreditation as a guarantee of quality service to our agents. We also use this certification as an additional guarantee that our customers will receive the best quality removal service.

Kellys Express-quality-accreditations-ISO 9001 : 2015

ISO 9001

The ISO 9001 certification is awarded by the Swiss auditing company, SGS, the worldwide leader in audits and certifications. Kellys Express was first certified in October 2018, and since then, it has been awarded the certification annually.

The ISO certification is the company's achievement and guarantees that each departments in the company complies with the same quality standards. This confirms the company's commitment to its clients and partners.