

DO IT RIGHT OR MAKE IT RIGHT – RIGHT AWAY

RESPONSIVE SERVICE RECOVERY PUT INTO ACTION

CASE STUDY



Continuous improvement is top priority at Graebel and when an opportunity arises to improve the customer experience, solutions are implemented swiftly. During a peak season VIP move from New York to the Mid-West, an issue was discovered and a recovery plan was put into action immediately.

THE CHALLENGE

To restore satisfaction with the customer by engaging and executing an action plan for damage discovered during delivery to a customer's home.

THE SOLUTION

The Graebel iDEAL Move™ starts with a dedicated customer service coordinator to assist end-to-end.

The pre-move consultation and survey were completed. Because the family owned a collection of high-value items including original artwork, mid-century furniture, and electronics, crating was identified. A move schedule was set for a two-day pack and two-day load for the estimated 21,000 pound shipment. The actual weight of the shipment was less than the original estimate, for which the loading schedule was revised from two to one day. The Graebel coordinator was in communication with the employee on each day of the pack and load day and the move was progressing smoothly and ahead of schedule.

At destination, the home closing was delayed and therefore Storage-in-Transit (SIT) was required at a Graebel center. After seven days in storage the household goods delivered to the home, however damage was discovered by the crew and the employee notified. The crew handled the damaged items with care. The employee expressed to the coordinator how pleased she was with the empathy and professionalism of the Graebel people onsite.

Graebel executive management was informed and an On Site Manager (OSM) designated. The OSM contacted the transferee immediately with a service resolution and claim process plan. The OSM met in person with the customer then set in action a resolution plan for each item individually.

Item Damaged	Resolution
CD Player	Repair and certify repair
Original Oil Painting	Restore with art restoration company
Mid-century furniture	Repair and certify repair

The Graebel executive management team met in person with the employer to ensure that the service recovery process would exceed expectations. Graebel accepted 100-percent accountability.

After each repaired item was returned to the home, the OSM visited the family to ensure that satisfaction was exceeded. Commitments Made. Commitments Met®

Whether an executive or a first-job-employee, unique needs may be required and Graebel is always there to help. Here, the employee's new home was undergoing a renovation which required storing several rooms' goods temporarily. Graebel delivered the items and then returned to help reposition the items when the remodeling was complete.

THE RESULTS

Because of the Graebel no red-tape procedures, rapid action was taken to resolve each issue quickly and to the complete satisfaction of the client and its employee.



THE CUSTOMER

Leading marketer of dairy-based food products for consumers, foodservice professionals and manufacturers.

WHY GRAEBEL?

For over six decades one of the Graebel philosophies has been to Do it Right or Make it Right. Graebel accepts accountability and will do what it takes to remedy any issue fairly and rapidly. Service improvements are incorporated so every client experiences proactive successful resolutions and results.

Transform Your Approach to Global Mobility. Thinking Ahead. Moving You Forward.

FOR MORE INFORMATION ON GRAEBEL:

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