

THE FAIM QUALITY MANAGEMENT PROGRAMME

International customers demand consistently high-quality services, particularly when they move to another country, and this is where FIDI steps in. The last thing they would want when they move is their goods to be damaged. Household goods may be priceless, both financially and sentimentally.

The FIDI Global Alliance acknowledged this demand by developing the FIDI Accredited International Mover **(FAIM) Quality Management Programme** - a most rigorous and the only quality certification programme dedicated exclusively to international moving industry. It was developed by taking ideas & best practice from the best of large, small, private and public international moving companies from all over the world.

The programme is based on '**The FAIM Standard**' defining clear and consistent quality requirements with which a company must comply in its operations and services to customers. The quality requirements cover every aspect of the administration and performance of an international removal; they consider every facet of a moving company's services, procedures, staff training, vehicle and warehouse maintenance and facilities.

The FAIM Standard is associated with the 'FAIM Certification Programme' designed to ensure that each FIDI-FAIM certified company maintains this expected high level of quality at all times. Every FIDI Affiliate's Head Office must go through a periodic independent assessment of their international moving activities. If they eventually fail their assessment, they are terminated from FIDI.

FIDI's commitment to quality.

FIDI takes pride in being a high-quality Global Alliance and we work hard with all our affiliates to make sure international clients trust us. For an international customer, choosing a FIDI Affiliate is synonym of quality commitment from A to Z.