

PERFORMANCE EVALUATION CRITERIA FOR FOREIGN AGENTS

1) QUALITY

Global service quality provided to the client is valued.

2) PRICE

Competitive price for budgeting is valued. The possibility of negotiation is valued.

3) AGENT BELONGING TO FIDI OR LACMA

It is valued that the agent is a LACMA member and / or FIDI member, in order to have financial / accounting back up.

4) RESPONSE SPEED

Speed response to quotation request messages is valued.

5) POST SALE SERVICE

After-sale service tracking and customer service is valued.

6) SECURITY INCIDENTS

The acquired commitments fulfillment regarding safety in the supply chain is valued.

7) COMPLIANCE

It is valued that the agent complies with the quality services required for international removals handling.