



Making a quality investment is easy with Allied.

Nothing earns a customer's trust like quality. Since 1996, Allied instituted a Quality Service Audit (QSA) to assure our customers are getting the highest quality service available anywhere.

Allied utilizes a third-party provider to conduct a customer service satisfaction survey after each move. Based on customer feedback, we have developed a set of exclusive, quality-enhancing programs to ensure every move goes the right way.

Quality Standards

Allied Quality Standards were developed to facilitate system-wide continuous improvement, ensuring customer satisfaction. The standards defined address "key drivers of customer satisfaction" and involve all service providers that touch our customers.

Quality of Service Audit System

Developed in 1996, the QSA is a customer survey process that allows us to gain critical, timely customer feedback on all aspects of the customer's satisfaction. Over 32% of our customers are contacted with the results closely monitored daily by agents and corporate alike.

Allied Master Movers®

Motivating our drivers to reach new levels of performance and expertise is what keeps our service levels growing and improving. There are several standards a driver must achieve in order to attain the title of Allied Master Mover®, including ranking in the top percentile of all Drivers in the Quality of Service audit system.

Safety Standards

As a responsible motor carrier, Allied places a high priority on safety. All drivers must complete an in-depth pre-qualification screening, as well as on-going testing and training classes to ensure compliance with the United States Department of Transportation regulations.

Equipment Standards

All vehicles must be inspected daily by the Driver and there are mandatory regulatory inspections 3 times a year. Vehicles must regularly be cleaned inside and out, and appearance must be at an acceptable level at all times.



Quality is key!

Don't underestimate the value Allied places in obtaining your feedback and incorporating it into our practices. It has helped to shape our business through the 90 years we've been around and reinforces our commitment to delivering an exceptional moving experience. Trust Allied—your moving company of choice.