

EURA Quality Seal for Turkey



Istanbul: from left: Cam Aslan, Ozlem Elmaci, Gulsah Kucukince, Steve Pheby, Kaan Hardal, Nesrin Karaburun, Hale Oran.

one-group is proud to announce that Bedel Mobility Solutions is the 2nd one-group partner to achieve the EURA Quality Seal. Bedel Mobility Solutions was founded in 2007, has 15 full-time relocation employees, with CERP2 and GMS certified staff. They are located in Adana, Ankara, Istanbul and Izmir in Turkey managed by Ebru Demirel.

one-group visits Irish Relo



Kildare: Michele Preshaw and Patrick Oman

In 2009 Irish Relo opened a full operational office in Belfast headed by Michele Preshaw who will represent Irish Relo at FIDI this year. All Irish Relo branches structure their teams by accounts, which means that each account manager is the single point of contact for moving and relocation services. Every account manager have CERP2 and all counsulers are CERP1. Irish Relo was the first company worldwide to receive the EURA Quality Seal and they also have GMS certified staff.

Edwin Ooms joins one-group partner in Switzerland

At the beginning of the year Edwin Ooms joined Keller Swiss Group as Chief Operating Officer based in Basel. Formerly he worked for Graebel in the US and De Haan in the Netherlands.



Knowing the industry from the different perspectives of the US and Europe, Edwin feels that it the main goal should always be a constant maintenance and improvement of customer satisfaction: "At Graebel the main questions we always asked was: What advantage brings this action for our customer? Do we improve our quality with this decision?"

It is vital to have efficient processes in place and the focus for our Sales staff should always be fast and precise communication. Edwin looks forward to working at Keller and with one-group. He will attend the one-group agent trip to the US in February together with Ebru Demirel-Asya, Patrick Oman-Irish Relo and Stephane Camguilem-Grospiron.

QualiMover - Four one-group members have been developing a new moving software called QualiMover since 2006. All layers from management to operations were involved in the process so the software is specifically designed for our business requirements. Keller has been working with QualiMover for some time already, Ziegler Relocation started working with QualiMover in January, Sobolak and Donath will follow shortly. The advantage of the close cooperation with the other partners is to learn from the experiences of the other partners and to create a software that opens all possibilities and flexibility for all one group members as the software has to be set up for the individual company needs: "I was impressed to experience that the staff is really enthusiastic in using Qualimover, because it has a lot of benefits for every one of us! As per my opinion the corporate identity of the one-group will be improved by using the same documents. This is an important step to present one-group worldwide in the future", Birgit Hava says about her visit in Brussels.

This is the Sports Section: Celebrity shoots the ball



Since the age of 19, Serbian football player Darko Kovacevic has moved from top teams across Europe, setting records and making a name for himself as talented striker. After an impressive season with the Greek champion soccer team, Olympiakos, this football 'celebrity' hired Celebrity International Movers to prepare for an unexpected turn in his career.

Kovacevic started his football career playing for Serbia's FK Proleter then Red Star Belgrade then moved onto England's Sheffield Wednesday, followed by three seasons with Spanish team Real Sociedad then off to Italy to play for Juventus and then Lazio. After playing a second successful tour for Real Sociedad, Kovacavic brought his talents to

Greece and became a key force during the 2007-2008 season with Olympiakos, where he lead the team to the Greek league championship by scoring 17 goals. However, just a year later the 36-year old was diagnosed with a blocked artery. After a successful heart surgery, in which doctors reportedly inserted a balloon into his artery to improve the flow of blood to the heart, he chose to retire. In May 2009, his retirement became official after playing a final friendly match for Olympiakos to celebrate the victory of the Greek domestic double. While some reports say he may take on another role with another team in the future, his family had a different move to concentrate on right away and they contacted Celebrity International Movers to make it happen.

In December 2009, Celebrity's experienced moving consultants and well-trained packing crews worked one-on-one with the Kovacevic family to ensure a smooth and seamless relocation. Based on referrals from friends, the Kovacevics' hired Celebrity, which has built its reputation of top service, reliability and professionalism over 23 years. Celebrity kept those same standards in mind when packing and transporting the household goods of all four family members, including two young children from their Athens home to San Sebastian, Spain. The Kovacavic family, happy with the personalized care and service they received every step of the way, gave the **Celebrity moving team the highest marks possible in their customer feedback survey.** Gooooaaal! Congratulations Celebrity!!!!

Quality Training in Paris in March

The Quality Committee headed by Alex Klüber-Donath, is preparing the first Certificate Training for one-group or to be more precise an information meeting. The aim is to guide partners through the first steps of each certificate, point out advantages, challenges, show samples and provide useful contacts for those who are starting the certificate process.

This work-shop should be a support for partners to start their preparation for a certificate as well as to share their experiences of what worked well and what partners should avoid when achieving the EURA Quality Seal or the ISO.

Alex Klüber is responsible for ISO 27001, Annick Martin for ISO 14001 and Eileen Lawler is the key contact for the EURA Quality Seal. In addition external speakers will ensure a maximised benefit for all participants.

The Training days are scheduled for **March 17 and 18, 2010 in Paris** as follows:

Day 1 - EURA QUALITY SEAL and ISO 14001

Day 2 - ISO 27001 followed by an open discussion regarding possible cost and time savings for partners, who work on certificates together.

You can attend 1 or both training days.

one-group Committees

Does it make sense to have 9 committees? If you want to move faster, you have to spread the tasks and use the talents available more effectively. We all know that our 12 premier companies, could not have had this success without their qualified employees. Since October the board chose a total of 27 people from all 12 countries to support the one-group projects actively with innovation, know-how and critical view. The goal is to work closer together and with the committees, this is the first step. We never had as many projects active as we do now and hopefully we will soon see some results for the partners and in the international market. A big thank you to all committee members who are working on our projects!!

Other Company Visits

Claudia visited Ziegler in Belgium last December:



From left: Catherine Lavry, Pierre Reiter (no longer in the company), Katja Meijers, Thierry Davignon, Nadia Ait Brahim, Gommaire Joris, Marilou Verhulst, Marc Faict, Michèle Vervoort, Nicole Cooreman, Karolien Geers.

Timely Attendance at Committee Conference Calls and Communication

The critical part is that the motivation between the different committee members is not the same. We all understand that the priorities are within your company, but this does not mean that we don't communicate changes. In these difficult times, everybody is busy and because of this we rely even more on the timely attendance at conference calls. Nobody has time to wait or repeat themselves. Therefore we ask for your cooperation.

If you see that you will be late or cannot join after all, please be fair and help to maintain a positive drive and team spirit by informing the moderator as soon as possible in advance.

Claudia also visited Robinsons in Oxford, our new perfect UK fit ☺



one-group Convention in Switzerland



This year's one-group conference will take place in Feusisberg, Switzerland from September 3-5, 2010. Feusisberg, which is located half an hour away from Zurich airport. Invitations and further information will be sent out soon. Have a look at our location in the meantime: <http://www.panoramaresort.ch/>

Please send us input about all changes, events or other interesting articles for our newsletter.

Thank you!