



NEWS on the MOVE

Spring 2006 Edition

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Carll Smith and Chris Draughon Take Top Driver Honors at AMSA Convention

The American Moving & Storage Association (AMSA) has announced the winners of the 2005 Super Van Operator contest. Two of the four awards were bestowed on National Van Lines drivers. Carll Smith was named Super Van Operator, Household Goods; and Chris Draughon took Rookie of the Year honors. The Super Van Operator contest is held each year to recognize and honor exemplary drivers and owner/operators who provide safe, reliable and customer-oriented truck transportation in service to the nation's household goods carriers.



Carll Smith, holding the leather jacket provided by TransAdvantage to all award-winning drivers, accompanied by Tim Hughes and Bruce Anthony.

"Winning any one of the Super Van Operator awards elevates a driver's accomplishments and abilities among his or her peers, and highlights the industry's safety accomplishments and the satisfaction that customers have with the nation's movers," said AMSA President, Joe Harrison.

"A winning driver also helps the driver's agent, van line or carrier by positioning the company as thoughtful, safety-conscious, responsible and deserving of a shipper's business."

Maureen Beal, National Van Lines CEO states,

"The competition in this year's contest was formidable – AMSA reports that there were 60% more nominations than in 2004. The fact that National Van Lines took one-half of the four awards is strong testimony to the high caliber of our agent and driver family. We are so proud of Carll and Chris."



As Vanliner's Mike Lucas conducts the ceremony from the podium, Tim Hughes from Mover's Specialty Services presents Chris Draughon with his Rookie of the Year ring. Looking on is Bruce Anthony, TransAdvantage.

What Does it Take to Be Named an AMSA Super Van Operator?



Pictured at the AMSA Convention: Chris Draughon, Roger Harl, Jennifer Draughon, Carll Smith, Bonnie Smith, Maureen Beal, Kevin Spealman, and Pat Johnson.

It all begins with the nominations. This year, National Van Lines' Operations Department had the rewarding, and yet, frustrating, responsibility of selecting which of their top drivers they would nominate for AMSA's Super Van Operator of the Year awards. "It wasn't easy," Roger Harl, Vice President of the Division, stated. "We had so many options, because the fact is – we simply have the best fleet, in terms of quality of drivers, that we have ever had."

The first step in the process was to put together a list of candidates. National's initial nominating committee for the Household Goods awards consisted of the two Operations managers, Len Bambach (Dispatch) and Greg Urasky (Scheduling), as well as Rich Nichols (Safety) and Rick Stenerson (Driver Services). The New Products group created their own list of nominees for Super Van Operator - Special Commodities.

Once the lists were created, the Safety department began a thorough review of each driver's Motor Vehicle Record, logs and inspection compliance. At the same time, Driver Services compiled all of the Customer Satisfaction Surveys for each driver on the list. According to Maureen Beal, National Van Lines CEO, "The Customer Surveys

are such an important gauge of a driver's quality. Drivers are our front line, and when a satisfied customer takes the time to send in a survey, you know that you have done well. Time and again, our AMSA nominees have received superior scores from the most important judges – their customers."

When the group re-convened to make their final selections, four drivers stood out from the rest:

Ralph Allen, Sr. - Lifetime Achievement

Chris Draughon - Rookie of the Year

Robert Pitner - Special Commodities

Carll Smith - Household Goods

The next step was to submit a complete finalist application, including photographs, surveys, awards and details on the community service activities of each nominee. "Drivers have so little time at home - I'm more than amazed at the amount of volunteerism that our drivers are able to perform," says Harl. "They go above-and-beyond the call of duty in service to their churches, charities and communities."

Ultimately, National Van Lines was honored to have not one, but two of our representatives recognized as AMSA Super Van Operators. Congratulations to Chris and Carll for their outstanding achievement.

In This Issue...

Top Driver Honors at AMSA Convention	Page 1
What Does it Take?	Page 2
The Great Game of Business	Page 3
Maureen Beal Named as Women's Business Star	Page 4
Maureen Beal in WBDC Report.	Page 5
Housing Market Readjusting	Page 6
Welcome New Agencies, People on the Move and X-Card Winners	Page 7
Maureen Beal - Benedictine University Trustee	Page 8

National Van Lines Gets in the “Game”



National Van Lines' management group has been preparing for the kick-off of “The Great Game of Business” at the corporate headquarters in Broadview, IL. The Great Game of Business is a management philosophy that incorporates training and a high level of communication within an organization, and has been extremely successful in motivating and retaining employees, developing higher production and increasing customer satisfaction.

As a result, National Van Lines employees have been playing “mini-games” in their departments and throughout the building. One game, **“100% Ringy-Dingy,”** involved an extensive training program on the use of the extended features of National Van Lines state-of-the-art phone system. Once every member of the group had attended training and received a 100% score on the comprehension test, the group was certified as 100% Ringy-Dingies!” A group celebration included a lunch treat and T-Shirts to commemorate the occasion.



New Products, Driver Services and Operations teamed up to provide the group with **“Logistically Speaking”** – a hands-on course to make corporate employees more aware of the terminology and equipment used by New Products and Household Goods drivers.



A field trip to the parking lot and a tour of both trailer types was combined with a thorough course in driver-speak! Did you know that a trailer tire costs more than \$400? Or that the raised floor at the front end of a household goods trailer was called the *deck* or the *dance floor*?



In addition to Great Game training, the Safety Department, along with the Broadview Fire Department, presented Fire Prevention and Evacuation training to the corporate office. Pictured is Joan Feifar, demonstrating her skill with a fire extinguisher, while Rich Nichols, Director of Safety; Bill Barry, Maintenance Engineer; and Scott Karstens, Broadview Fire Inspector, look on. ■■■





Maureen Beal Named As Women's Business Star



Business Stars pictured with Maureen include:

Top Row: Sandra Davis, Applied Computer Solutions; Cara Shelton-Kass, Hi-Tech Imaging; Terri Hall, Doubletake Studios; Beverly Wall, Languages International; Patrice Kouvas, AVI Foodsystems

Bottom Row: Maureen O'Connor, LEM Products; Susan Phelps-Bari, Women's Business Enterprise National Council; Maureen Beal, National Van Lines; Annette Fabozzi, Island Computer Products; Brenda Loube, Corporate Fitness Works

The Women's Business Enterprise National Council (WBENC), the nation's leading advocate of women-owned businesses as suppliers to America's corporations, has announced Maureen Beal as the Chicago Women's Business Development Center's 2006 Women-Owned Business Star. In total, 14 women business owners, selected by WBENC's women's business organization partners, were honored during WBENC's ninth annual Salute to Women's Business Enterprises: The Enterprising Economy. The Salute is WBENC's annual black-tie fundraiser and was held this past March in Washington, DC., at the National Building Museum.

The WBENC Salute was held in one of Washington, DC's most unique venues – The National Building Museum. Originally known as the Pension Building, it was erected to serve the needs of the Union veterans after the Civil War. Designed by Army Quartermaster General Montgomery C. Meigs in 1881, and constructed between 1882 and 1887, the Pension Building housed the U.S. Pension Bureau.



The huge multi-story Corinthian columns in the Great Hall are 75 feet high and 8 feet in diameter. Each column is built of about 70,000 bricks.

Meigs, an innovator in 19th-century building technology, was also the engineer for the U.S. Capitol Dome. The Pension Building was his last, and what he considered his greatest, accomplishment. Its most impressive feature, the Great Hall, showcases massive Corinthian columns that are among the tallest interior columns in the world. According to GreatBuildings.com, "An ingenious system of windows, vents, and open archways allows the Great Hall to function as a reservoir of light and air. The impressive Italian Renaissance design, with a central fountain and eight colossal Corinthian columns among the tallest interior columns in the world has also made the Great Hall a sought-after spot for gala events, including many Presidential Inaugural Balls, from 1885 to the present day." ■■■



On Stage in the Great Hall, Maureen is presented her award by the co-directors and founders of Chicago's Women's Business Development Center, Hedy Ratner and Carol Dougal.



Maureen Beal Featured in WBDC Annual Report

To reach the office of National Van Lines CEO, Maureen Beal, you have to travel past Operations Drive and Customer Service Court, then make a left at Safety Lane. These whimsical street signs don't actually provide directions. They were installed during the transportation company's 2005 Agent Convention. But the firm's 100 employees liked them so much, Maureen opted to keep them in place.

"We recently invited our 200 agents to celebrate our 75th year in business, our diamond jubilee, and organized a treasure hunt for agents who attended our party," Beal explained. "The street signs were clues to where the prize 'diamond' paperweight was hidden."

While lighthearted fun may seem odd for an industry that suggests burly drivers and two-ton rigs – and ranks #10 in its field – the atmosphere of camaraderie is commonplace here. National Van Lines is a family-owned business, with Beal (her married name) the third generation of McKees to run it.



Don Rozanski standing by his great idea - the Department Signs

"We like to think of our employees, as well as our agents and 300 drivers, as family," Maureen said. "In this business, loyalty, customer service, and reputation mean everything."

It was the Women's Business Development Center's reputation that drew Maureen to the center in 1992 to help guide her through WBE certification. Ever since taking this step, which enabled National Van Lines to expand sales to corporations and government agencies, she has maintained her relationship with the WBDC.

"Our company has been a regular exhibitor at the annual Women's Business and Buyer's Mart in the Entrepreneurial Woman's Conference," Beal said. "At this event, and at other WBDC networking sessions, I have an opportunity to build relationships with corporate and government buyers and meet other CEOs. I appreciate being able to share experiences with women at my level of responsibility."

I'm also pleased that National Van Lines has been asked to present our capabilities and experience to WBDC's Corporate Partners."

Like most members of her family, Maureen has spent the majority of her career working in the business. In 1993, following the death of her father – and after heading National Van Line's International Division for 11 years – she was named CEO. Since taking the reins, revenue at National Van Lines has steadily climbed over the years – from \$44 million in 1993 to \$91 million in 2005. "Slow and steady growth is my goal," she said.

Besides building revenues at the company that ranks as the 8th largest woman-owned business in Chicago and the 23rd largest in the country, Maureen has recently undertaken renovation of National Van Line's 33,000-square-foot corporate headquarters in Broadview, IL, and is on the lookout for new opportunities.

Along with transporting household goods we provide services for the military in the U.S. and all over the world," Beal said. "And last year, we had the honor of transporting the Capitol Christmas tree, an 80-foot Engelmann Spruce, from the Santa Fe National Forest, to Washington, DC. " ■■■

Reprinted from the Women's Business Development Center's 2005 Annual Report

Realtors Say Housing Market Readjusting to Normal Balance

A lower level of home sales expected this year will create a more level playing field for buyers and sellers on the heels of a five-year sellers' market, according to the National Association of Realtors.

David Lereah, NAR's chief economist, said the number of homes on the market has been improving nicely. "The cooling from overheated sales conditions in recent months is helping to bring inventory levels up to the point where buyers have more choices than they've seen in the last five years," Lereah said. "Annual price appreciation is still running at double-digit rates, but the cause of those sharp increases is going away." He added, "As the market readjusts, price appreciation should return to more normal rates of growth this year."



The national median existing-home price for all housing types is projected to rise 5.8% in 2006 to \$220,300. The median new-home price should increase 5.4% this year to \$250,200, according to the realtor's group. Existing-home sales are expected to fall 5.7% to 6.67 million in 2006 from the record 7.08 million last year.

At the same time, new-home sales are forecast to decline 7.7% to 1.18 million from a record 1.28 million in 2005—each sector would be at the third highest year following the tallies for 2005 and 2004.

NAR also predicted that housing starts are likely to total 1.98 million this year, down 4.3% from 2.06 million in 2005.

NAR President Thomas M. Stevens from Vienna, Va., said some home buyers and sellers have unrealistic expectations. "Some sellers in markets that have had rapid appreciation are listing the price of their home too high, but those homes are just languishing on the market," said Stevens, senior vice president of NRT Inc. "At the same time, some buyers who have believed hype about a housing bubble are hoping prices will drop, but that's not happening either."

Consumers need professional assistance to understand and negotiate the current market realities, Stevens said. "Today's market has changed a lot from the conditions we've seen during the last five years."



NAR also forecasts that the 30-year fixed-rate mortgage should increase gradually to 6.9% in the fourth quarter. Inflation as measured by the Consumer Price Index is projected at 3.3% this year. Inflation-adjusted disposable personal income is expected to grow 3.7% in 2006.

Growth in the U.S. gross domestic product is forecast at 3.5% in 2006, while the unemployment rate is seen to average 4.8% this year. ■■■

WELCOME

New Agencies

#1306 - Super Movers
Dallas, Texas
 David Acuff
 Joined NVL on 1/3/06

#4500 - Elite Movers, LLC
N. Las Vegas, Nevada
 Michael Feters & Preston Feters
 Joined NVL on 1/11/06

#101 - Burns Moving and Storage
Bryan, Texas
 Marsha Burns & Margaret Wilks
 Joined NVL on 1/19/06

#1270 - Professional Movers, Inc.
Walled Lake, Michigan
 Chris Androff & Andrew Androff
 Joined NVL on 2/24/06

#3101 - Ciceros' Moving & Storage, LLC
Macon, Georgia
 Bruce Riggins
 Joined NVL on 3/3/06

#599 - AMS Relocation
Taftville, Connecticut
 Ed Krupinski
 Joined NVL on 3/15/06

#2144 - Coastal Carriers, Inc.
Wilmington, North Carolina
 G. Wayne Ray, Jr.
 Joined NVL on 3/23/06

#1921 - Bay Area Movers, Inc.
Pearland, Texas
 Karl Bergman
 Joined NVL on 3/23/06

#3692- A-OK Moving & Storage
Beaumont, Texas
 Sanfred N. Olson
 Joined NVL on 4/22/06

#1115 - Harrington Moving & Storage, Inc.
New York City, NY
 Jeffrey C. Harrington
 Joined NVL on 5/01/06

People on the Move

PROMOTED:

Joan Feifar from Marketing, Sales & Agency
 Development Administrative Assistant to
Agency Development Coordinator
December 2005

HIRED:

Andrew Roback - NFC	October 5, 2005
Karen Scardina - NFC	January 15, 2006
Carrie Battles - NFC	January 23, 2006
Tiffany Klem-Giblin - NFC	February 6, 2006
Jaye McManus - NVL	February 13, 2006
Patrick Williams - NFC	March 6, 2006

X-Card Winners!

X-Cards are issued to agents and drivers who received **outstanding customer satisfaction survey scores**. Each month, X-Card recipients are entered into a drawing for a \$50 gift certificate.

Winners since our last publication are:

AGENTS:

Mosca Brothers Moving & Storage
 Rome, New York

Master Movers Moving & Storage
 Portland, Oregon

DRIVERS:

Alberto Romero, Mercury Movers
 South Gate, California

Derrick Griggs, Al's Relocation & Storage
 Killeen, Texas

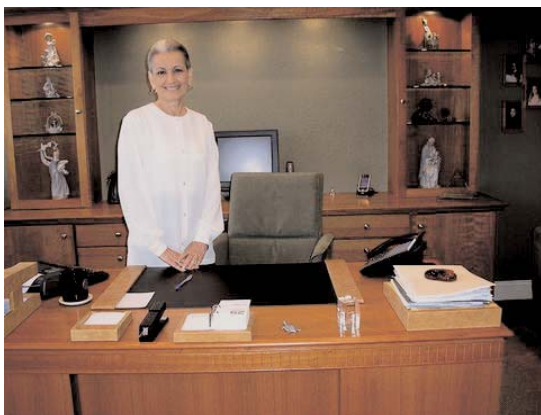
Maureen Beal Serves as Benedictine University Trustee



Benedictine University has tapped Maureen Beal to serve as a member of the University's Board of Trustees. The Board ensures that Benedictine University fulfills its mission as a values-centered liberal arts institution with an excellence in the sciences. To achieve this goal, trustees are asked to provide three resources: time, treasure and talent.

In addition to full board meetings during the year, each trustee is asked to serve on a committee which may meet four times per year. Trustees are also asked to exert and demonstrate leadership by providing financial support to the University and assist in various fund-raising activities.

According to William Carroll, Benedictine University President, "The biggest gift a trustee is asked to make to the University is his or her gift of talent. Each trustee is a resource to the University. These individual gifts, when combined, coalesce into a substantial resource for the benefit and betterment of the University." Academics don't like to see universities as businesses, but they are...And because of some of our relationships, we have had doors opened to us that would not have been opened otherwise."



"I'm honored to serve Benedictine – it is dedicated to serving a student body that reflects diverse ethnic, racial and religious backgrounds while providing academic excellence in liberal arts education. Students leave prepared for a lifetime as active, informed and responsible citizens and leaders in the world community."

Maureen Beal

Benedictine University, a Roman Catholic institution with an enrollment of more than 3,000 undergraduate, graduate and adult students, is committed to quality education, spiritual awareness and community participation. Located in Lisle, Illinois, Benedictine University is annually rated among the top universities of its size in the Midwest.