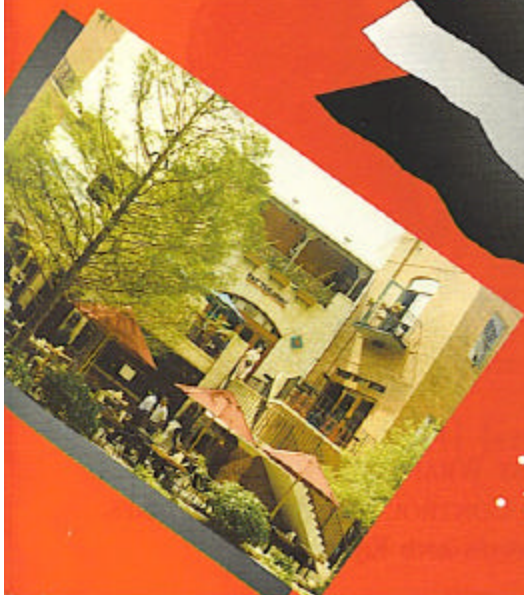
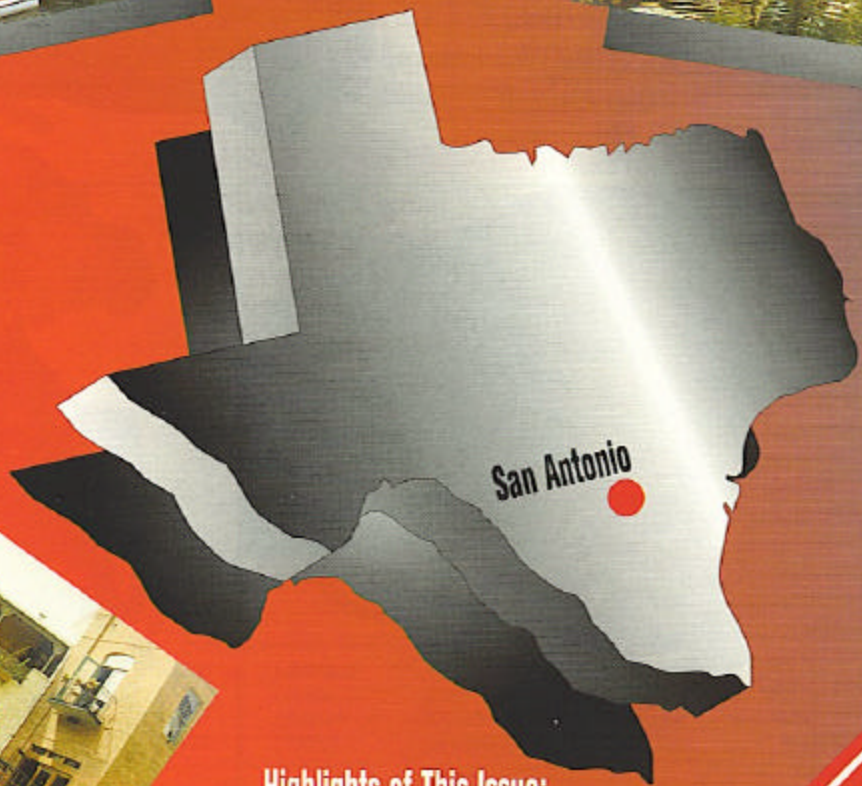
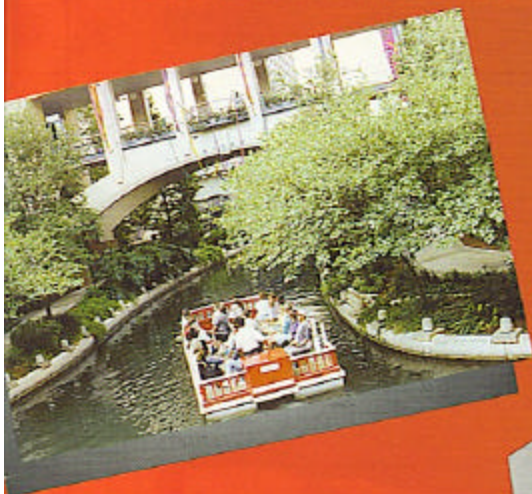


DIRECTION

\$6 THE MAGAZINE OF THE NATIONAL MOVING & STORAGE ASSOCIATION

MOVERS IN THE GLOBAL MARKET



Highlights of This Issue:

- Convention Nostalgia: 1931
- Texas Moving Company Profile
- The Strategic Plan

**76th Annual Convention
San Antonio, Texas**

Profile:

Texas Moving Company, Inc.

It all started twenty years ago. Twenty short years later, Texas Moving Co., Inc. (TMC) is an established frontrunner of the moving community specializing in the transportation of electronic high value products and corporate relocations.

TMC chose to locate in the Telecom Corridor of Richardson, Texas. This area of the Dallas/Ft. Worth metropolplex is home to many national and international telecommunication companies that use TMC's services. The Electronic Transport Division of TMC provides nationwide transportation of telecommunication and electronic equipment. TMC does local and nationwide commercial relocations, machinery and assembly line moving, heavy hauling, and also residential moving. Additionally, Texas Archives is a fast expanding Records Management facility and wholly owned subsidiary.

When free access in telecommunications became reality, TMC was a young moving company with no preconceived ideas of how moves had to be done. We worked with our customers closely to see what the requirements were and then determined the most efficient and safe method to accomplish these goals. This "can do" approach characterized the TMC philosophy from the beginning. *Undersell* and *overperform* has always been the approach at TMC.

From transporting shelters, to satellite dishes, to telephone switching equipment, TMC met the challenge by truck, crane and helicopter.

With the introduction of fibre optic technology, along came new opportunities and challenges that fit right into the TMC structure.

Understanding and adjusting to meet customers' ever growing and changing needs has been instrumental to TMC's success. TMC personnel take an active part in working with customers to better under-

stand their needs. Richard Dumais, Chairman, on one occasion was on 13 planes in 3 days on a tour across the U.S. to acquaint TMC with the needs of one customer. Acquiring this knowledge enabled TMC to make design suggestions and implement quality control standards for safe transportation of delicate electronics.

TMC's constant effort to obtain early knowledge of customer needs and expectations allows for preparation, equipment purchase and design, and training of personnel to do the job right.

In 1983, David Dumais, General Manager, initiated the research and development of the current industry standard air-ride suspension for straight trucks. In response to customers' needs, TMC put into motion 18 such units with air ride and rail gates. This division has more than doubled in size and now includes walk in sleepers as standard equipment.

TMC has always been a major force in commercial office relocation from moving 3,600 offices into 2 million sq. ft. over 5-

1/2 months for JC Penney to moving the "3 Wings" sculpture with hydraulic lifts into Mary Kay's museum in the recent Mary Kay relocation. TMC's Corporate Relocation Department takes a move from the blueprint planning stages to its final conclusion.

TMC has invested carefully in vehicles, equipment and facilities but the most critical investment has been in people. It is an investment made each day. TMC goes to great lengths to hire people with basic values consistent with their philosophy of customer service. Initial orientation and re-current training are never ending at TMC. The low turnover rate reflects the mutual commitment between TMC and its employees. Employees become 100% vested in TMC's Profit Sharing/Retirement plan after 5 years of service. Contributions to the plan are made from TMC profits.

Every representative at TMC is considered an ambassador for the company. The goals do not include "market share."

TEXAS MOVING CO. INC.

A true local and long distance moving company with its own operating authority and in total control.

Professionally diversified in the following:

- HVP and Telephone Switching Equipment
- Office Relocation
- Household Goods Moving
- Machinery Moving
- Warehouse and Distribution
- Records Management—Texas Archives

One of the nation's premiere full service, quality moving operations.



FRONT ROW:

*Diane Medwed, Texas Archives Manager;
Ken Clawson, Sales;
Rosemary Dumais, President;
Bobby Quillen, Operations Manager.*

SECOND ROW:

*David Dumais, General Manager;
Mark Davis, Traffic Coordinator;
Bill Andis, Exec. V.P.;
Laura Trotter, Office Manager;
Dick Dumais, Chairman.*

Quality of work done is more important than quantity, and moves are accepted only to the extent that quality can be maintained.

TMC is now utilizing the Certified Professional Mover® Program developed by the NMSA. All employees are expected to complete the program, including office personnel.

With over 100,000 sq. ft. of distribution warehousing located in the heart of DFW's "Telecom Corridor" in Richardson, TMC developed a tracking and billing system that accommodates totally different requirements of each customer for reporting and billing. TMC's system provides reports alterable to varying criteria—project #, first in/first out, Serial #'s, part type etc. In addition, billing demanded breakdown for cubic foot, square foot, weight, pallet area, per item, etc.

TMC has authority to operate in all 48 contiguous states and Canada. The superior assistance from NMSA's membership has been important to TMC's ability to meet our customers' needs nationwide. Regularly, TMC draws from the NMSA roster to provide origin, destination and storage services to national accounts.

As TMC Chairman, Dick Dumais credits his effectiveness and success to



supportive family, mentors, friends and inspiration from NMSA. It takes a lot of good people pulling in the same direction to make a business work. Wife Rosemary is now President and son David is General Manager surrounded by outstanding dedicated people. TMC has good leadership in place, all with 'the customer comes first' principle. TMC's Chairman can be found heading up a company meeting, Captain of his Motor Yacht crossing the Gulf Steam, or piloting his Piper Malibu Mirage. Dick averages 450 flight hours a year for business

and pleasure and finds time for Angel Flight, transporting cancer patients for treatment, blood, organs and medical staff.

Dick truly believes he is the luckiest guy in town for being in a business he enjoys and most of all for being married to Rosemary and for the God given health and energy to enjoy life to the fullest.

At TMC, not only do we love our customers (a list that reads like a Who's Who), we are our customers' biggest fans and we support them in reaching their goals.