

Vision

Written by webmaster

Wednesday, 06 January 2010 03:44 - Last Updated Wednesday, 06 January 2010 04:02

Capital Relocations is a dynamic leader in Global Mobility industry. We are a mission-driven company that aims to set the standards of excellence. We are building a business in which high standards permeate all aspects of our company. Quality is a state of mind at Capital Relocations; Emphasizes that our vision reaches far beyond just being a service provider. Our success in fulfilling our vision is measured by customer satisfaction, Team Member excellence and happiness, return on capital investment, and local and larger community support.

Our ability to instill a clear sense of interdependence among our various stakeholders (the people who are interested and benefit from the success of our company) is contingent upon our efforts to communicate more often, more openly, and more compassionately. Better communication equals better understanding and more trust.

We Satisfy and Delight Our Customers

Our customers are the most important stakeholder in our business. Therefore, we go to extraordinary lengths to satisfy and delight our customers. We want to meet or exceed their expectations on every aspect. We know that by doing so we turn customers into advocates Capital Relocations.

Outstanding customer service is a result of both our Team Members skill and enthusiasm in serving our customers and their in-depth knowledge and excitement about the services we provide. We nurture a quality business relationship with our customers by daily demonstrating our customer service beliefs:

- Customers are the lifeblood of our business and we are interdependent on each other.
- Customers are the primary motivation for our work — they are not an interruption of our

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work.

- Customers are people who bring us their wants and desires and our primary objective is to satisfy them as best we can — they are not people to argue or match wits with.
- Customers are fellow human beings with feelings and emotions like our own; they are equals to be treated with courtesy and respect at all times.

We Support Team Member Excellence and Happiness

Our success is also dependent upon the collective energy and intelligence of all our Team Members. In addition to receiving fair wages and benefits, belief in the value of our work and finding fulfillment from our jobs is a key reason we are part of Capital Relocations. Therefore, we design and promote safe work environments where motivated Team Members can flourish and reach their highest potential. And no matter how long a person has worked or plans to work with us, each and every Team Member is a valued contributor.

Achieving unity of vision about the future of our company, and building trust between Team Members is a goal of Capital Relocations. At the same time diversity and individual differences are recognized and honored. We aim to cultivate a strong sense of community and dedication to the company. We also realize how important leisure time, family, and community involvement outside of work is for a rich, meaningful and balanced life.

We strive to build positive and healthy relationships among Team Members. "Us versus them" thinking has no place in our company. We believe that the best way to do this is to encourage participation and involvement at all levels of our business. Some of the ways we do this are:

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- Self directed Teams that meet regularly to discuss issues solve problems and appreciate each other's contributions.
- Increased communication through Team Member Forums and Advisory Groups, and open book, open door, and open people practices.
- Labor gain-sharing and other Team Member incentive programs..
- Continuous learning opportunities about company values, diversity and job skills.
- Equal opportunity for employment, with promotion mostly from within the company.

We Support Our Communities and Encourage Local Involvement

Our business is intimately tied to the Thailand and Expatriate community that we serve and in which we live. Without their support, both financial and philosophical, Capital Relocations would not be in business. Our interdependence at times goes beyond our mutual interest in Global Mobility Services. Capital Relocations is committed to giving back to the Thai community.

Balance and Integration

Satisfying all of our stakeholders and achieving our standards is our goal. One of the most important responsibilities of Capital Relocations leadership is to make sure the interests, desires and needs of our various stakeholders are kept in balance. We recognize that this is a dynamic process. It requires participation and communication by all of our stakeholders. It requires listening compassionately, thinking carefully and acting with integrity. Any conflicts must be mediated and win-win solutions found. Creating and nurturing this community of stakeholders is critical to the long-term success of our company.