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Arpin International Group wins FIDI's Commitment to Excellence Gold Award

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West Warwick, RI Arpin International Group is again honored to receive the Commitment to Excellence Gold Award. Arpin earned recognition from FIDI — the most significant global alliance of professional international moving and relocation companies — six times in 10 years.

To ensure consistency in the delivery of high-quality customer service worldwide, Arpin mandates all personnel involved in pricing, customer service, and operations to successfully complete industry training offered through the FIDI Academy, obtaining their Foundations of International Moving (FIM) diploma. With programs developed specifically for industry professionals, the FIDI Academy provides training tools for all levels of employees, from newcomers to leaders. Certified Gold Graduates represent the highest level of achievement offered through the organization.

“What truly sets Arpin apart from our competitors is our people and their passion — a passion that drives them to excel in the services we provide to our customers every day,” said Peter Arpin, president of Arpin International Group. “Arpin believes there’s no such thing as over-delivering customer service. Through our collective hard work, commitment to training and continuous improvement, and pushing ourselves to be the very best, we can more expertly serve the needs of our customers and the world.”

In addition to industry-specific training presented by the FIDI Academy, Arpin also invests in ongoing cloud-based digital learning and development for its employees and supplier partners performing services on our behalf. Through the GO1 platform, our learners participate in digital educational sessions in the following categories: business skills, personal development, safety and compliance, environmental, social, and governance, DE&I, and technology skills. This innovative learning resource developed in partnership with industry-leading subject matter experts allows Arpin to engage its global workforce and accelerate the adoption of standardized quality standards across the organization.

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