

The Mover's Edge

**Eighth Annual Conference
Canadian Association of Movers**

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President and CEO
Canadian Council of BBB's**

Evaluation Focus

Questions:

What is working well?

Where are the weak links?

What are the emerging issues?

Top Ten Consumer Inquiries October 2003

- Roofing contractors
- Moving and storage
 - Work-at-home
- Home Remodeling/Renovations
 - Heating contractors
- New and used auto dealers
 - Paving contractors
- Carpet and upholstery
 - Multi-level selling

Top 10 Consumer Complaints October 2003

- Auto Dealers new and used
 - Moving and storage
 - General Contractors
- Computer sales and service
 - Roofing contractors
- Telephones and cell phones
 - Health Clubs
 - Paving contractors
 - Plumbers
 - Insurance brokers

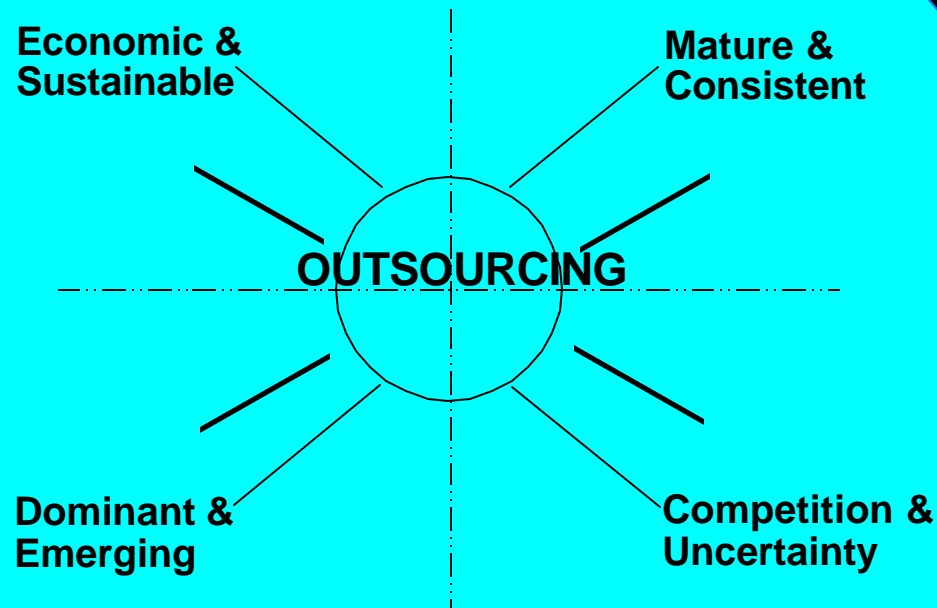
Risk Assessment

- The Approach

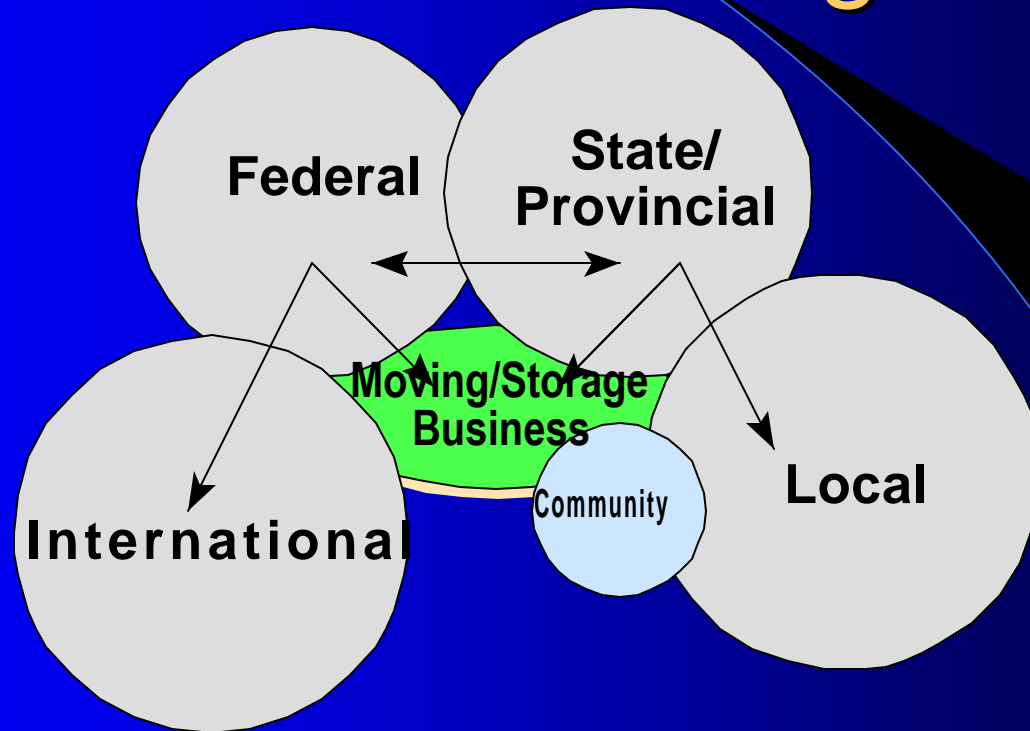


Quadrant Approach to Managing Decisions

The Weight Factors



Government Influences on Outsourcing



The “BILITY” Words

Flexibility

Adaptability

Expandability

Scalability

Measurability