

*Diakon Helps Clients Succeed,
One Perfect Delivery at a Time.*



We Provide a Full Spectrum of Logistics and Delivery Services.

Diakon Logistics began operation in 1991 and has since grown to become one of the largest national home delivery, logistics and warehousing companies in the U.S. Today, we have over 300 trucks operating in 26 states serving some of the largest retailers in the country including Sears, General Electric, Home Depot, Ethan Allen and JCPenney.



Home Delivery

We're pros at on-time delivery, expert installation of appliances, set-up of furniture, also deployment of other big ticket merchandise having unique or specialized two-man inside delivery requirements. With a field crew of more than 150 employees, we have the right people and right resources to serve retailers in most major metropolitan areas across the country.

We specialize in delivering retailer's merchandise from point of distribution to customer's homes with expert product pre-inspection, prepping and set-up. All services are performed with Diakon Logistics' trademark white glove customer care. Also offered are a variety of inventory management and distribution services, high tech routing and confirmation platforms each with uncompromising attention to customer satisfaction.

Additional Services

Depending on a retailer's needs an array of related services are available to provide all encompassing distribution solutions. For example, we offer state-of-the-art warehousing and support services that grow with your business. In addition, we provide inventory management programs with customized reporting. Material handling, line haul, transfer and shuttle services are also part of Diakon Logistics' package of supply side logistics services.



Six Ways We Ensure Customer Satisfaction

Quality Control — Diakon measures owner-operator performance and pays a higher scale to teams meeting target quality standards. Financial incentives and close team monitoring keep Diakon's field performance far above competing programs without similar structure.

Gentle Handling of Merchandise — whenever possible teams use stabilizing arm and shoulder straps to carry merchandise, also soft wheeled hand trucks and floor coverings to best protect home and merchandise.

Real Time Communication — all delivery teams utilize mobile technology to communicate with customers and dispatchers in the event of unanticipated delays.

High Tech Routing System — advanced technology systems plan routes and adjust loads to keep teams on schedule at ideal efficiency. Optimum planning and efficiency minimize costs of operation allowing fees to be held to affordable levels.

On-Time Performance — early dock departure, intelligent route planning and window monitoring allow teams to be in the front part of windows. Prompt, early arrival minimize customer waiting and maximize customer satisfaction.

Instant Customer Feedback — Diakon Logistics delivery performance is measured by an independent survey organization. Customers call directly after delivery to report team performance. Both retailer and carrier know immediately if the job was done right. Survey measurement keep teams and management focused on key performance criteria.



At Diakon Logistics, we're always ready to listen and discuss how we can help retailers streamline operations, reduce costs and improve customer satisfaction.

To learn how our partnership can make a real difference, call us toll free at **877.700.4297**

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