

25TH ANNUAL QUEST FOR QUALITY AWARDS

TRUCKLOAD

Influential long-haulers

Over the past few years it's been difficult to find a sector of the logistics and transportation industry that's been beaten up more by the pundits than truckload—and then along came sharply rising oil and fuel costs. As we reported last month in our 2008 Annual Report, fuel costs in some cases have exceeded labor as the highest expense for some big TL carriers. However, fuel surcharges have helped blunt the record rise in diesel costs.

And while shippers are currently pushing back on fuel surcharges we're happy to report that the readers of *Logistics Management* have given the top performers in this segment higher overall marks than last year despite the gut wrenching surcharges. In 2008 we found that overall weighted averages have ticked up across all five service categories we measure—two by two points.

Industrial & Heavy Haul is one of the categories that saw its overall weighted average tick up two points this year, a very good indication that these carriers are going above and beyond in their service commitments. Mullen Trucking leads the way in this category with an extremely impressive 42.42 weighted average—which just so happens to be the single highest score across all the transportation segment categories in the 2008 survey.

Shippers putting Dry Freight Carriers to work told us that the overall service levels delivered by this category also improved by over a point. This year, seven Dry Freight haulers topped the 33.47 overall weighted average, led by Crete Carrier Corp with a 36.57 weighed average—a 2.73 point improvement from its 2007 winning score. Crete, which also racked up winning scores in both Value (9.39) and Customer Service (6.42), is joined this year by a list of perennial service leaders, including CFI (35.61), Heartland Express (35.15), Con-way Truckload (34.97), and Landstar Carrier Group (34.65).



Industrial & Heavy-Haul Carriers

| | On-time Performance | Value | Information Technology | Customer Service | Equipment & Operations | Weighted Score |
|-------------------------|---------------------|-------|------------------------|------------------|------------------------|----------------|
| Mullen Trucking | 13.03 | 12.00 | 3.50 | 7.37 | 6.52 | 42.42 |
| Melton Truck Lines | 12.74 | 9.43 | 3.96 | 6.60 | 6.37 | 39.10 |
| Tri-State Motor Transit | 12.55 | 9.82 | 3.45 | 6.76 | 5.52 | 38.09 |
| CRST Malone | 11.88 | 10.00 | 3.75 | 6.28 | 5.75 | 37.67 |
| Roehl Transport | 11.04 | 9.33 | 3.90 | 6.13 | 5.98 | 36.38 |
| AVERAGE | 11.19 | 9.22 | 3.49 | 6.19 | 5.61 | 35.71 |

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Dry Freight Carriers

| | On-time Performance | Value | Information Technology | Customer Service | Equipment & Operations | Weighted Score |
|--------------------------------|---------------------|-------|------------------------|------------------|------------------------|----------------|
| Crete Carrier Corp. | 11.50 | 9.39 | 3.51 | 6.42 | 5.75 | 36.57 |
| CFI (Contract Freighters Inc.) | 11.50 | 8.76 | 3.44 | 6.16 | 5.75 | 35.61 |
| Heartland Express | 11.39 | 8.47 | 3.21 | 6.26 | 5.81 | 35.15 |
| Con-way Truckload | 11.21 | 8.74 | 3.47 | 5.98 | 5.57 | 34.97 |
| Landstar Carrier Group | 10.90 | 9.01 | 3.16 | 6.18 | 5.41 | 34.65 |
| Werner Enterprises | 10.39 | 8.77 | 3.55 | 5.93 | 5.47 | 34.11 |
| Schneider National | 10.08 | 8.99 | 3.58 | 5.89 | 5.24 | 33.78 |
| AVERAGE | 10.36 | 8.67 | 3.33 | 5.79 | 5.31 | 33.47 |

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Expedited Motor Carriers

| | On-time Performance | Value | Information Technology | Customer Service | Equipment & Operations | Weighted Score |
|--------------------------|---------------------|-------|------------------------|------------------|------------------------|----------------|
| FedEx Custom Critical | 12.66 | 8.15 | 4.00 | 6.76 | 6.13 | 37.70 |
| Landstar Express America | 11.94 | 9.84 | 3.61 | 6.46 | 5.78 | 37.63 |
| New Penn | 11.88 | 9.64 | 3.44 | 6.33 | 6.10 | 37.39 |
| Pitt Ohio Express | 11.83 | 9.76 | 3.57 | 6.60 | 5.64 | 37.39 |
| NEMF Today | 11.76 | 10.12 | 3.58 | 6.07 | 5.75 | 37.27 |
| UPS | 11.81 | 9.48 | 3.96 | 6.00 | 6.01 | 37.25 |
| CRST Van Expedited | 11.62 | 10.11 | 3.47 | 6.29 | 5.62 | 37.12 |
| USF Holland | 11.81 | 9.90 | 3.54 | 6.29 | 5.55 | 37.09 |
| ABF Freight System | 11.53 | 9.39 | 3.66 | 6.41 | 5.79 | 36.78 |
| AVERAGE | 11.37 | 9.17 | 3.60 | 6.16 | 5.63 | 35.93 |

All scores are weighted. Weighted scores are determined by multiplying the average raw scores by the average importance of each attribute (1= least important; 5= most important). To find the attributed weights for this category, see the introduction to the Quest for Quality report.

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