



Improved Net Income 87%

Company Profile: **\$125 Million Regional LTL Carrier**

Challenge: Turn around underperforming Operations & Sales results in a \$65 million dollar region with six facilities located in Cleveland, Columbus, Cincinnati, Pittsburgh, Erie and Buffalo. Focus areas included: P&L (profit) Results, Operating Efficiencies, Employee Development, Metric Development, Leadership Development, Goal Achievement, P&D – Dock - Linehaul Cost Improvement, Transit Service Improvement, and Introduce a Completely New Software Application for Operations.

Solution: **Implemented Shipmate Logistics Proprietary Improvement Plan.**

All operations and sales procedures were re-designed.
Executed Kaizen principals.
Created key performance metrics that would drive desired results.
Developed and trained employees which included accountability.
Changed employee morale and culture to a winning mentality with a “can-do” attitude.
Integrated departments by removing internal silos and barriers.

Results:

- First year, the region I was responsible for achieved 87% of the entire company's improved operating net income (+ \$739,960).
- Improved regional quarterly profits by 5 operating points after just three quarters into the first year.
- Cleveland, the region's largest facility, was the company's number one facility for improved operating income back-to-back years under my leadership (+\$432,538/2003 & +\$388,667/2004).
- Two months after acquiring the Buffalo facility the terminal achieved profitability for the first time.
- Transit Service improved from 94% to 98.5%.
- Designed new route optimization plan to reduce P&D miles, labor hours, fuel usage and variable cost.
- Developed a new metric evaluation system to measure strategic objectives for sales and operations.
- Designed Round Table Discussion Group involving all sales reps and operations staff.
- Successfully implemented new software application for the P&D and Dock operations.
- Developed Facility Manager for promotion to Regional Sales Manager.
- Developed Facility Manager for promotion to Regional Operations Manager.