



Benchmarking TC-05



CHAIRMAN:	Jim Subler, Classic Carriers
VICE CHAIRMAN	Sam Burren, Dutch Maid
FINANCIAL ADVOCATE:	Pam Wiers, Dutch Maid
TCA STAFF LIAISONS:	Debbie Sparks
DECISIV MODERATOR:	Jack Porter

AGENDA:

DATE AND TIME: May 4th, 2017
May 5th, 2017

PLACE: **Hotel Indigo**
Nashville, TN

Thursday, May 4th

- I. **Breakfast in the Meeting Room at 7:30AM**
- II. **Call to Order at 8AM**
 - Opening Comments from the Chairman
 - Review the Agenda & Housekeeping
 - Roundtable Introductions
 - Anti-Trust Review
- III. **“Hot Topics”- Each Carrier can address;**
 - How we are finding 2017 regarding freight levels, competitive capacity, rate levels (status-quo, upward, downward), availability of qualified drivers to hire?
 - What is your Forecast for Growth in your Top Line Revenue in 2017, and why?
- IV. **Special Meeting Composite Review:**
 - We will start the meeting off with a Business Performance Review of the Group. What things are working and what things are not working, we will be using the **DECEMBER COMPOSITE**
- V. **Break at 10:00AM**
- VI. **Pricing & Customer Lane Analysis**
 - What Tools do you employ to Price the Lanes during the Bid Process?
 - What Method and Tools do your People use to price lanes outside of Committed Pricing?
 - Who manages pricing? Do you have a separate department or does sales handle?
 - Who handles commitments vs. spot loads?
 - What is the use of Incentives? How do you Performance Track the Team & the Individuals

- What approaches do you take to analyzing ongoing customer lane data?
- How do you set pricing guidelines to adjust to daily demand/volatility?

VII. Core Business Control: Open Discussion on Members address the following:

- How do you grow your Core business profitably in a Growth Market?
- How do you add on to your current business (brokerage warehousing etc.)
- How do you decide when to increase your Service Offerings?
- How do you effectively use Broker Freight in your Freight Network?
- How do you identify the bottom 20% of your Business?

VIII. Lunch at Noon

IX. Driver Manager Discussion: Open Discussion on how Members address the following:

- What aspects of the Drivers Life do you not expect the Driver Manager to Manage?
- How do you insure that your Drivers are Getting their Pay, Miles & Hometime Expectations filled?
- Ideas for using assigned tractors when drivers are at home?
- How do you account, charge, or alleviate the issues of abandoned and/or dirty trucks?
- What are your policies for, pets, smoker vs. non-smoker , etc.

X. Customer On-Boarding:

- Are Account Teams developed before, and who is picked for those Teams?
- How are the specifics of a new customer or new lane communicated to operations?
- How is Operations consulted before a new account or new lane is added?
- When servicing a new location, how do you qualify the location for serviceability by your equipment?
- What's your process in evaluating your customers' financial performance?

XI. Break at 3:00PM

XII. E-Logs:

- How much productivity have you lost due to elogs?
- What has your OTD done?
- How much more does it cost you to deliver a load on time?
- What are your drivers averaging per 11 hours? Has it improved over time?
- Have you changed your operation, footprint or customer base to adapt?
- Personal Conveyance Policies & Rules
- What is your magic mileage for optimum velocity

XIII. 4:00pm Vendor Presentation: Bridgestone

XIV. Group Dinner @ 6:00 PM

Friday, May 5th

XV. 7:30am Meeting Room open for Light Breakfast

XVI. 8:00am ADMINISTRATION:

- Old Business: In-Gauge
- New Business
- Membership-Mast Q&A
- Meetings: **September 21st & 22nd - Duluth, MN** (Halvor Lines)

XVII. Best Idea Session:

- What was your Best Idea Implemented in 2016?
- This should be focused on current Procedures, or any other Proposed Process you use today. **Forward me the Electronic version of your presentation BEFORE THE MEETING to myself and Eddie.**
- Each Carrier will put \$40 in the Pool; after all presentations we will vote for the top 2 Presenters, and they will split the pool 60/40. Good Luck!

XVIII. Break at 10:00am

XIX. Revenue Assurance:

- How do you make sure you are capturing all accessorial charges? Is this a separate department?
- Are you charging for trailers washout to meet the food safety regulations?
- Credit Insurance and who do you use (D&B lookup, Coface, Ansonia, CompuServe)?
- How and who is performing risk scores for A/R limits?
- Your process for maintaining company policy on A/R collections?

XX. Equipment Discussion:

- Are you using Trailer Tracking? What are the benefits?
- What spec is giving the best mpg? (Bring an Omnitracs or equivalent report to make accurate comparisons)
- Has your trade cycle changed?
- Are you Specing for the Future Driver?

XXI. Adjourn: Safe Travels Home, thank you for the Business!