

TC-01 ~ March 2018

Executing Strategic Goals

PRIME inc.



Strategic Goals



Marketplace Opportunities

- RPM
- Accessorials
- Honoring Commitments



Highest Level of Service

- Goal:100%



Real-Time Data

- Accurate
- Easily accessible



Tools



→ Challenges



Accurate and timely DATA



Hiring/retaining “10’s” that fit in our culture



Communication



PRIME inc.



Metrics/Incentives

- Revenue per unit
- Fleet NRPM
- Service
- Load counts
- Brokered loads
- Revenue per hour





Metrics/Incentives

Week ending:	3/2/2018							
	Opportunities	Percentage of loads						
Customer Service Reports	19,503	59.85%						
Remaining Opportunities	13,086	40.15%						
Total Opportunities Count	32,589							
Customer Service Reports								
Current Scores:	Date	Goal	Service Percentage	Number of Opportunities	% of opportunities	% of service score	Customer Reports	
Customer A	Feb-18	Don't Know	98.98%	49	0.25%	0.25%	REPORT	
Customer B	1/31/2018	95.00%	100.00%	6	0.03%	0.03%	REPORT	
Customer C	1/31/2018	97.00%	79.65%	59	0.30%	0.24%	REPORT	
Customer D	2/1/2018	95.00%	98.76%	35	0.18%	0.18%	REPORT	
Customer E	1/31/2018	95.00%	89.47%	142	0.73%	0.65%	REPORT	
Customer F	2/24/2018	97.00%	94.05%	1245	6.40%	6.02%	REPORT	
Customer G	Mar Wk1 2018	95.00%	87.54%	729	3.75%	3.28%	REPORT	
Customer Service				19451	100.00%	91.43%	% of total loads	59.85%
								54.72%
Remaining opportunities:							% of total loads	
Internal Service	97.1%							40.15%
								38.99%
							Incentive Service Score:	93.71%



Success



5
of top 10
customers



PRIME inc.