

## My Advice for Organizations Wanting to be a Best Place to Work is ...

By Kerry Byrne, president, Total Quality Logistics

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Invest in people and technology. That has always been our focus. Find the best talent, focus intensely on training them, and support a culture where acquiring and taking care of quality customers and quality carriers is rewarded.

Four of our major investments at TQL:

1. Employee compensation is directly tied to personal effort.
2. An industry-leading training program to give every new hire the greatest possible opportunity for success with our company.
3. A firm commitment to long-term growth and leadership opportunities for our people so they stay with our company. More than 95% of our sales leadership has been promoted from within.
4. Substantial technology investments to arm our people with the tools they need to best serve our customers and run their businesses as efficiently and effectively as possible.