

By Matt Ottinger



Total Quality Logistics

TRUCKLOADS OF SUCCESS

“The highly-perishable nature of produce sparked our intense focus on customer service. It’s imperative to stay on top of every detail for each shipment to ensure that it’s picked up and delivered on time and safely.”

– Kerry Byrne, president

Logistically speaking:

- Headquartered in Cincinnati; opened Indianapolis office in 2011
- Over 3,100 employees across the country; over 100 in Indianapolis
- Twenty-nine locations in 16 states
- Second largest freight brokerage firm in the nation
- Began with a focus on moving produce. Diversified to work with many other commodities
- Promote the culture on social media with YouTube videos of events and the #LIFEATTQL hashtag

All walks of life:

TQL hires employees with many different backgrounds – not just medical and engineering, but also music, law and other types of sales.

“What enables us to draw from such a diverse pool is our emphasis on training. Our program to train a new account executive takes about six months and includes classroom and practical instruction, peer and leadership mentoring, and hands-on sales experiences.”

Delivering the goods:

“I would say our total commitment to customer service is unique. We are unmatched in the level of service we provide and I think that reputation has helped us grow from a two-man operation to a \$2 billion company.”

Competitive energy:

TQL staffers value the ability to dictate their paycheck based on how hard they work.

“We celebrate all kinds of victories, from opening a new office to an account executive earning his or her first commission check.”

Driving home a positive message:

The company’s Moves that Matter program was created in 2014, and was inspired by a delivery of playground equipment in honor of Jessie Lewis, one of the victims of the 2012 Sandy Hook Elementary shootings in Newtown, Connecticut.

“Our main philanthropic endeavors focus on children’s initiatives, education, health and wellness, and military veterans’ causes. Plus we have a matching gifts program that allows employees to better leverage a corporate gift for a cause close to their hearts.”

Teamwork and competition are common themes at TQL. Whether it’s shooting hoops or an internal sales contest, staffers use a competitive approach to make the environment more fun and productive.

