

**DEDICATED**

**LOGISTICS**

**.....WE DELIVER**



**DO WHAT YOU DO BEST  
... BUILD YOUR BUSINESS!**



***Distribution challenges  
are becoming more complex with ...***

- *Regulatory requirements*
- *Cost control of insurance, fuel, wages, and benefits*
- *Driver hiring and management*
- *Customer service demands*
- *Multiple-carrier management*

***... Let the experts deal with them***

# TANDET WILL DELIVER YOUR BUSINESS!



## **SPECIALIZATION**

*Dedicated logistics is our specialty. Why not concentrate your management time on building your business and let Tandet worry about the complexity of fleet operations. Together we can help your business grow by delivering higher levels of customer service and operating efficiencies.*

## **CUSTOMIZED SERVICES**

*You set your distribution objectives and Tandet does everything else - customizing services to meet your business needs.*

## **TANDET PERFORMS**

*Performance measurement extends throughout the whole distribution process at Tandet with customer satisfaction as the most important measurement. You will know we are performing to all your targets because we monitor and report on them.*



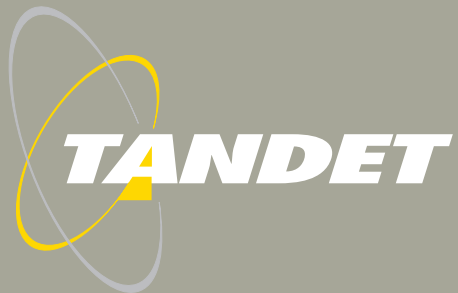
## **DEDICATED TEAM MANAGEMENT**



### **A PRIVATE COMPANY**

*As a successful asset-based private company, Tandet is capable of undertaking large projects. Through our dedicated logistics contracts, we cover every range — from one truck and driver to fifty trucks with more than sixty drivers.*

*As a private company we bring creativity and responsiveness to developing programs that meet your unique needs, and our decision-making process is quick, decisive and direct.*



## DEDICATED RESOURCES



### TEAM POWER

*Our people are our driving force. They work as a team — drivers, dispatch, emergency response, maintenance — all dedicated to performing to your standard of customer service. Our selective hiring and commitment to training and support programs has produced one of the lowest driver turnover rates in the industry. Frequent in-house training keeps team members current on regulations, safe driving techniques, customer service priorities and your specific operational requirements.*



### SYSTEMS THAT KEEP YOU IN CONTROL

*Our commitment is to do what you expect us to do. This philosophy is engrained in our quality management system. To ensure we do what we say we will, we monitor our performance — from maintenance scheduling to order status; driver training to delivery notification. You set the standards - then we manage our service to deliver on them.*

## PERFORMANCE SYSTEMS

### Dedicated infrastructure

- **QUALITY MANAGEMENT SYSTEMS**
  - ISO 9001:2000
  - TQM — Total Quality Management system
  - CIR — Continuous Improvement Reports
  
- **NORTH AMERICA-WIDE SUPPORT**
  - 24/7 service - At over 600 NA locations
  - FAST, C-TPAT, PIP Border management
  
- **ENTERPRISE RESOURCE PLANNING (ERP)**
  - TMW — Order management system
  - ENRICH — Maintenance management system
  - ACE — Automated Customs Environment
  
- **HEALTH AND SAFETY**
  - GPS tracking and mobile communications
  - Uniformed drivers
  - In-house driver/operator training
  - Emergency response capabilities
  - Risk management specialists
  - Haz Mat, MSDS, Dangerous Goods
  - Safe driver recognition programs
  - Equipment/SOP/Safety audits

## DEDICATED PERFORMANCE

## **DEDICATED LOGISTICS EVOLUTION**

*from regional delivery fleet management.*

*Van service*



*Local pickup & delivery*



*Refrigerated*



### **MAKE YOUR VISION A REALITY**

*If your vision is to make customer service your competitive advantage, you need to benchmark your fleet's performance to determine if it really is keeping you in the race. Let Tandet audit your distribution processes — driver and equipment efficiencies, routing, and customer delivery needs — to identify gaps and opportunities to realize your vision for the future.*



*to full logistics management services*

*Providing dedicated  
logistics solutions  
throughout North America  
in a broad range of industries*

*Specialty flatdeck*



*Specialty tankers*



- Automotive**
- Base metals**
- Building materials**
- Electronics**
- Food service**
- Petroleum**
- Chemicals**
- Compressed gases**
- Manufacturing**

***TRANSITION AT YOUR OWN PACE ...  
AND STAY IN CONTROL***

*Whether you want to outsource your full logistics management or only a segment, Tandet has the flexibility and services to make the transition at a pace you will feel comfortable with. Designing dedicated systems and determining equipment specifications are done by co-operative effort to ensure we are in mutual agreement that your objectives will be met. You stay in control. Operate with your own graphics to promote your business or with anonymity under the*

*Tandet profile. Use your own dispatchers or give the job to Tandet. These options are your call.*

***GROWING WITH TANDET IS EASY***

*The process starts with getting to know each other — matching your needs and vision with our capabilities. The process thereafter is on-going. Tandet will relieve you of the day-to-day distribution issues that you want us to manage and then continue to support your growth through advice and assistance in addressing any new distribution needs.*

***You set the standards...  
TANDET delivers!***

[www.tandet.com](http://www.tandet.com)

**DISTRIBUTION SOLUTIONS THAT DELIVER!**

