

Oak Harbor is proud to receive the 2014 NASSTRAC West region LTL Carrier of the Year Award



Through its annual Carrier of the Year Awards Program, NASSTRAC recognizes carriers that have demonstrated excellence in transportation. This program also helps shippers to identify the best of the best in carrier performance and value.

The Process:

Regular members of NASSTRAC who are qualified buyers of transportation services grade all carriers that are members on a quantitative scale in five key areas.

- **Customer Service** - Overall Responsiveness, Employee Attitude, Problem-Solving, Dependability, and Sales Force Support
- **Operational Excellence** - Transit Time Standards, On-Time Delivery, Delivery Flexibility, Billing Accuracy, and Claims Resolution
- **Pricing** - Price Competitiveness, Pricing Structure, Flexibility, Contract Language
- **Business Relationship** - Strategic Partnership, National Account Manager Effectiveness, Years in Relationship
- **Leadership/Technology** - Electronic Capabilities, Visibility Tools, Industry Innovation, Leader in New Service Offerings