



Customer Value Delivery[®]

J . B . H U N T

CORE

S T A N D A R D S

A better way of doing business



The Transportation Logistics Company

Delivering meaningful, measurable value to customers is an integral part of our culture. We strive to deliver value on a daily basis through a proactive, proprietary methodology called Customer Value Delivery® (CVD). J.B. Hunt employs CVD to maintain a razor-sharp focus not only on the execution of service and cost control, but also the ongoing measurement and communication of results. In addition, we look to continuously create value and anticipate the needs of our customers.

DEVOTED TO CREATING VALUE

Key components of Customer Value Delivery® are scheduled, formal reviews throughout the year which build upon the periodic measurement and reporting of key performance indicators. This process insures continuous feedback across J.B. Hunt's customer base regarding the transportation solutions customers need, how well the current services provided address those needs, and what improvements are desired.

CVD is a continuous improvement program linking customer needs to J.B. Hunt's services and performance. Accountability is placed on each and every account to deliver recognizable value in terms of cost, capacity and service. This is achieved through the establishment of key performance indicators (KPIs) unique to each customer. These indicators are tracked, reported and reviewed weekly to insure our service meets expectations. If there is a gap, corrective action plans are devised and implemented quickly.

IMPROVE DECISION-MAKING

Once key performance indicators have been established, this information can be captured within PACE, J.B. Hunt's proprietary, award-winning, web-based payroll, billing and reporting system. Customers can simply submit the request and PACE auto-generates the report in an Adobe PDF or Microsoft Excel format.

The level of detail that can be obtained from this system is based upon each customer's requirements. Customers can take advantage of historical trends to help identify opportunities to improve their transportation networks.

Our methodology

Continuous value creation is the core of J.B. Hunt's proprietary Customer Value Delivery® methodology. A relentless pursuit of continuous improvement provides the opportunity for J.B. Hunt to function as an extension of the customer's enterprise. →

UNDERSTAND

This is a cross-functional process involving the customer and representatives from J.B. Hunt's sales, operations, and engineering groups to ensure a clear understanding of specific needs and activities in order to establish a seamless start-up process. →



DELIVER

During this stage of the operations process; the people, equipment and systems required to achieve unparalleled operational excellence are put in place. Key performance indicators are mutually identified by the customer and the J.B. Hunt operations management team. →



MEASURE

J.B. Hunt's award-winning technology measures performance on a weekly and monthly basis. Access to convenient reports allows the customer to evaluate planned vs. actual performance, review successes or issues and establish priorities to ensure continuous improvement. →



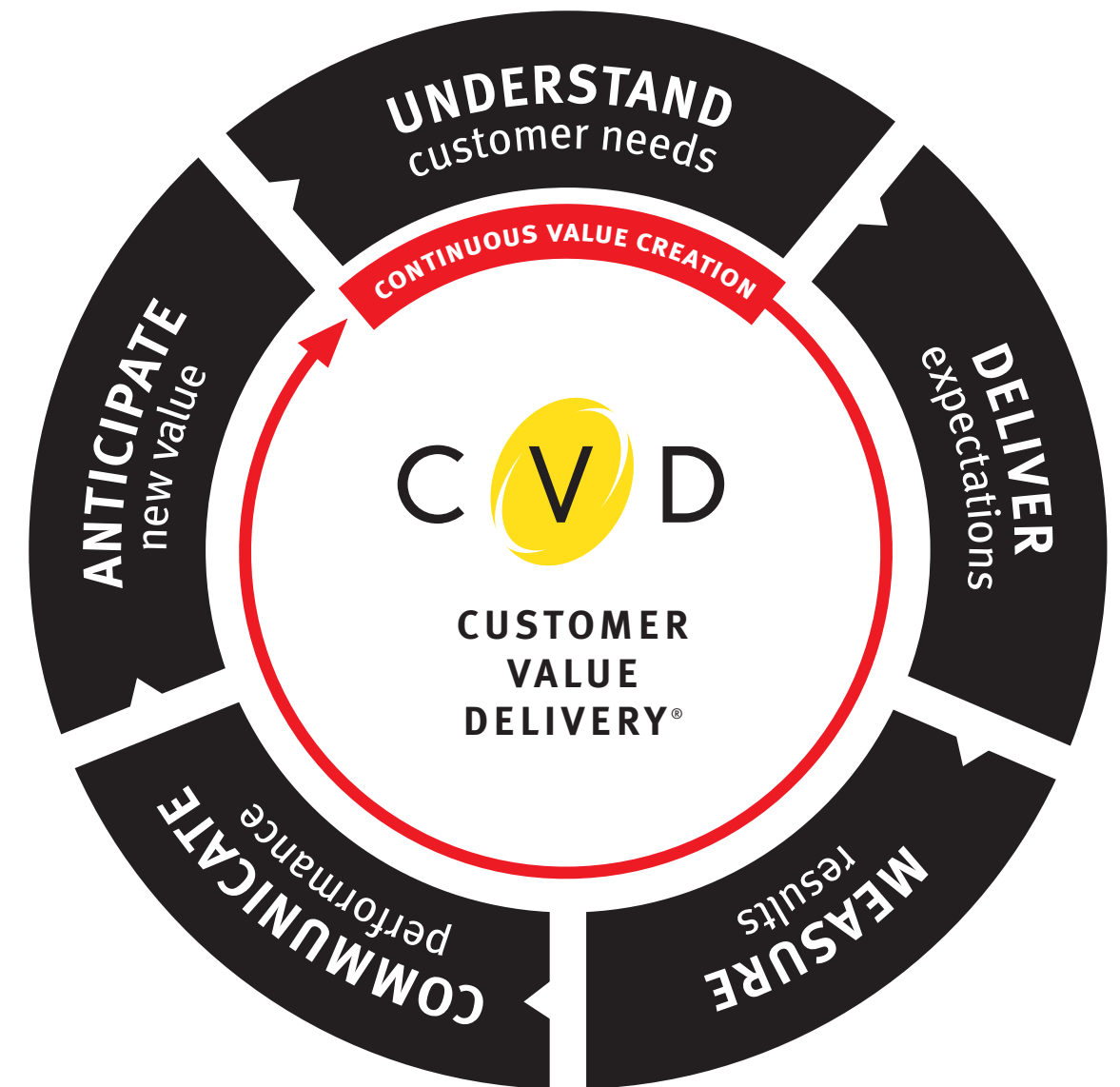
COMMUNICATE

Formal communication methods are established through a series of planned review events throughout the year. These events allow for a mutual review of past performance and enable discussion of future priorities while building a stronger relationship. →



ANTICIPATE

Always seeking to improve performance, create more value and control costs, J.B. Hunt will continuously analyze and submit ideas designed to improve the customer's transportation network and market position within their respective industry. →



www.jbhunt.com



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