

## SUCCESS STORY: Finding the Right Drivers for the Long Haul

*EDITOR'S NOTE: James M.D. Maloney, president of United Freight Service, Inc., of Phoenix, Ariz., tells why his company has used Profiles' assessments since 1993.*

### **Q. Do you have a story to relate about ProfileXT™?**

A. ProfileXT gives me information about our people that is not just "on target," it hits the bull's eye every time. ProfileXT has helped us measurably improve productivity and the efficiency of every employee.

### **Q. What is the major benefit your company sees from Profiles' assessments?**

A. We see a major help in the area of driver turnover. The American Trucking Association reported a national average of 109 percent turnover for medium-size carriers, with turnover for large carriers exceeding 130 percent. Our vice president recently attended a trucking symposium sponsored by our insurance carrier, and representatives shared their recent statistics on driver turnover. All were well above 60 percent and several were much higher. When we reported our 17 percent from 2005, we were met with looks of great disbelief.

### **Q. Were Profiles' tools the only reason for your decrease in driver turnover?**

A. No doubt they were the main reason. This one benefit continues to save us thousands of dollars in recruitment and training costs.

### **Q. In what critical areas do the assessments give you answers you need?**

A. First, we look at whether the driver is matched with the type of driving we have to offer. For example, would this person enjoy and excel in a long-haul position that involves little social interaction? Or would he perform better in a local delivery job, interacting with customers on a daily

basis? So often what a candidate says he wants does not really suit him. Profiles' scientific assessments tell us. Second, we use Profiles' tools to match two drivers on a team. We view these teams as occupational "marriages." The tools help analyze compatible people to create a successful relationship. They also can see conflicts in advance, giving us an opportunity to build teams that stay together longer. Also, we use Profiles' tools to help us see other problems in advance. We will not hire an employee without the help of Step One Survey II™.

### **Q. What kind of flexibility has Internet use of the tools given you?**

A. I can talk to potential employees anywhere in the country and point them to our customized Profiles web site. In 90 minutes or less, I can have printed reports in my hands that tell me what I need to know in order to decide whether I want to give the person further consideration for employment.

### **Q. When did United Freight Service begin using Profiles' assessments?**

A. In 1993, and Profiles' constant development of new products and the improvements through the years have helped us improve. From the very first, Profiles helped us solve a problem that is common in our industry and saved us a ton of money as well as making my job a lot easier. As Profiles has introduced new assessments, we have been able to use them for a multitude of purposes. We have hired better, more reliable employees because we use your assessments. We also do a better job of managing and training, communicating, and motivating our people thanks to the information your assessments give us.

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