



Express Logistics – A Great Leadership Team Results in Huge Growth

Background on Express Logistics:

Express Logistics is a leading third-party logistics provider, specializing in LTL, truckload and intermodal freight solutions. Express Logistics' in-house team handles the freight needs of customers of all sizes, allowing the customers to focus on their core competencies. Express Logistics recently made Inc. magazine's top 5,000 list and was also named one of the fastest growing companies in Iowa!

Challenge:

Express Logistics has always had a strong dedication to training and promotion from within its loyal ranks. A few years ago, when faced with clear growth opportunity indications, the company knew it needed to develop their core group of supervisors before bringing on more employees in order to successfully implement their aggressive growth strategy. Their new supervisors however had little management or leadership experience.

Solution:

Having worked with DMACC Business Resources (DBR) on a number of projects in the past, Express Logistics naturally turned to its DBR consultant for a solution to their leadership challenge. DBR was able to carefully assess Express Logistics' needs and arrange for a suitable consultant firm, Your Clear Next Step, to address those needs. Not only did DBR identify a training firm, the DBR consultant also arranged for a state 260E training grant to help pay for the training provided. Training included leadership training, project management skills and also included a great deal of individual supervisory coaching. One of the biggest accomplishments cited was equipping supervisors with the skills to set clear and concise expectations for their reports, and managing to those expectations.

Results:

Over the last three and a half years that Express has worked with DBR and Your Clear Next Step, the company has achieved unbelievable growth in both revenue and size. As they continue to grow, their commitment to employee training has expanded as well. Employees at all levels are required to complete professional development training and much of this training is now delivered by those once novice supervisors.

Express Logistics attributes a great deal of their recent growth to the strong leadership team, developed thanks to DBR's ability to accurately assess the company's needs and find the perfect trainers to fill those needs. A few impressive statistics from the past few years since working with DBR:

- The number of Express Logistics employees has more than doubled (almost tripled).
- Express Logistics sales have more than tripled.

"I can't say enough good things about our relationship with DBR. I can honestly say that we wouldn't have been able to grow so quickly, and so successfully, without this relationship – it's been critical to our success."

– Chad Rubner, President, Express Logistics