CUSTOMER SNAPSHOT: TYSON FOODS

Jerome Burris, the Account Manager for our Tyson Foods – Springdale, Arkansas location in the DCS SW Region, recently shared this customer value delivery initiative. This CVD project demonstrates how the J.B. Hunt team has been able to efficiently schedule loads for our customer, resulting in fewer loads, less overall miles, and better service and cost.

OPPORTUNITY

Tyson Foods, Inc. is the world's second largest processor of chicken, beef, and pork and was founded in Springdale, Arkansas, in 1935. Given the proximity to their headquarters, J.B. Hunt is familiar with their business and people. J.B. Hunt agreed to a contract with Tyson Foods in 2012 for their live haul transportation operations in Springdale, Arkansas.

J.B. Hunt's primary duties include scheduling, transporting, and securing equipment to pick up chickens from farms when they are matured for the market. This is a critical task that the customer entrusts to J.B. Hunt to execute safely and efficiently. The more chickens that are safely picked up with J.B. Hunt equipment, the fewer loads and overall cost that is incurred to the customer. As a good partner, J.B. Hunt strives to maximize the payload, while most of all not compromising our safety values.

PROCESS

When the customer sends over the farms and their chicken counts to the account manager, J.B. Hunt then enters the corresponding farms and quantities to build a full load for one of our drivers. These numbers can fluctuate based on the weights of chickens; therefore, our account manager is tasked with optimizing the load in order to safely maximize the number of chickens we are able to transport. While this task is usually done on the customer's side, J.B. Hunt has established a great deal of trust with Tyson so that we are able to drive out cost, take some work off their task list, and allow Tyson to focus on what they do best.

By taking more chickens from other houses on the farm that are also ready to go, J.B. Hunt has been able to save thousands of dollars in transportation costs to Tyson Foods. This extra attention to detail drives value for Tyson and helps demonstrate how J.B. Hunt is creating the most efficient transportation network in North America.

RESULTS

By adding chicken counts to the orders from Tyson, J.B. Hunt estimates the following savings and value for Tyson Foods:

- In 2019, due to combining loads, J.B. Hunt drove out **over $62,000 in cost** to the Tyson Foods – Springdale, Arkansas location

RESULTS CONTINUED

- Also, in 2019, J.B. Hunt increased chicken head counts per load to increase efficiency by **eliminating the need for 470+ loads**
- This eliminated over **33,200+ miles** across the fleet in 2019
- Driving out these costs helps prove the value of our dedicated fleets and solidifies our 98% customer retention rate



J.B. Hunt's extensive knowledge of our customers' business gives immense value with our "run your business as our own" approach!