

Commitment to Quality

Landstar's Commitment to Quality is the cornerstone of the planning process for its Landstar Management System. It is the basis for continuous improvement and to establishing goals and objectives that support the company's Critical Success Factors, which then flow to all Landstar departments. This commitment starts with executive leadership and flows throughout the entire Landstar organization.

Landstar expects to be recognized by its customers as the provider of superior transportation logistics services and transportation management solutions.

- Create and maintain an environment in which continuous improvement is encouraged and expected by everyone within the organization.
- Involve each Landstar employee and strive to influence the actions of its third-party capacity providers, agents and key vendors in the process.
- Conduct regular meetings of management to review performance of the company's Critical Success Factors, key initiatives and improvement opportunities.
- Identify and understand the requirements of its customers and strive to offer innovative solutions to challenges.
- Ensure that all Landstar employees fully understand the requirements of their job and the role their job plays within Landstar.
- Provide transportation services and transportation management solutions that meet or exceed the requirements of its customers.

To do anything less is unacceptable to Landstar and its customers.