



Yellow Freight System Is First to Gain Systemwide ISO 9001 Quality Certification

OVERLAND PARK, Kan., Feb. 19 /PRNewswire/ -- Yellow Freight System has earned system-wide certification of its management operating system from the International Organization for Standardization (ISO) under ISO 9001 quality standards. Yellow Freight is the first company in its industry sector to earn system-wide certification under the ISO 9001 standards. The certification is becoming a prerequisite for doing business with a growing number of major manufacturers and signifies world-class quality in all facets of operations.

ISO 9001 standards represent the most current thinking of the international accreditation body, made up of national standards institutes in 130 countries. The organization, based in Geneva, Switzerland, is recognized as the preeminent authority on industrial quality in the world.

"We are committed to exceeding customer expectations in all facets of our service and that effort starts with adherence to rigorous quality process standards," said James Welch, President of Yellow Freight System. "We are very proud to be the first transportation services company in our sector to achieve ISO 9001 certification. It is a direct result of a lot of hard work by hundreds of employees over the past three years."

Corporations around the globe have built and continue to build their quality systems around ISO standards as a strategy to enter new markets and improve competitiveness. ISO standards provide a basic foundation on which any quality management system can be built.

The ISO 9001 certification applies to every service center in the Yellow transportation network. Among requirements for certification are having a quality program in place, including a mechanism to document and measure compliance with operational goals, and having processes and procedures that are consistent from location to location. Managers at each facility also are required to demonstrate a mastery of all operational processes.

Yellow began laying the groundwork for ISO certification three years ago with implementation of a comprehensive set of Best Practices. Since then, the company has worked diligently toward ISO certification.

"Quality has always been a cornerstone of our operation at Yellow," Welch said. "But it has become even more important in recent years and we have added precision to our quality processes. ISO certification is a stamp of approval from a recognized authority on quality that demonstrates to our customers that we meet the highest standards of operational excellence."

Yellow now moves into a 2-year surveillance period during which each of its 377 service centers throughout the U.S., Canada and Mexico will be inspected by an ISO registrar for adherence to standards.

Yellow Freight System is a national, regional and international carrier based in Overland Park, Kan., offering the widest range of services for transportation of industrial, commercial and retail goods and materials. Services include: Standard Ground™, featuring the most competitive service and broadest coverage in North America; Definite Delivery™, a guaranteed on-time service with 24-by-7 monitoring; Exact Express™, a time-definite, expedited, guaranteed air and ground delivery service and Yellow Global™, an international ocean and air forwarding service. Based in Overland Park, Kan., Yellow Freight System is a subsidiary of Yellow Corporation (Nasdaq: YELL) and employs 25,000.

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