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ABF FreightSM Service Centers Recognized with President's Quality Awards

- Terminals in Nebraska, New Mexico, Tennessee and Pennsylvania honored

FORT SMITH, Arkansas, June 1, 2015 – ABF FreightSM, an ArcBest company (Nasdaq: ARCB), is recognizing terminals in Omaha, Nebraska; Albuquerque, New Mexico; Johnson City, Tennessee; and Lancaster, Pennsylvania with the President's Quality Award.

"The President's Quality Award is the highest internal recognition available to ABF Freight terminals," said ABF Freight President Tim Thorne. "The exemplary performances at these terminals are setting the pace for all ABF Freight employees. Their versatility, attention to detail and conscientious approach enable us to achieve quantifiable results that include satisfied customers and optimized operations. This is why our customers know that no matter the challenge, we'll find a way."

Each facility is presented with a President's Quality Award trophy and earns a spot on a wall of honor at the General Office in Fort Smith. The ABF Freight Quality Implementation Committee, local employees and special guests attend the award ceremonies.

All ABF Freight terminals annually undergo extensive evaluations, including a nomination process, a quality awareness survey, an on-site validation audit and scrutiny by the ABF Freight Quality Implementation Committee. The comprehensive process gauges resource management, damage/loss prevention, customer satisfaction and other key performance indicators for the previous year. The ABF Freight Quality Process involves a variety of tools, including a five-step problem elimination process: 1) define the problem; 2) fix the problem; 3) identify the root cause; 4) take corrective action; 5) evaluate and follow up. Education through quality seminars, job-skills training, focus groups and designated quality teams have ensured that quality at ABF Freight is a process, not merely a program. Based on quality principles articulated by the late author Philip Crosby, the process emphasizes ongoing prevention rather than end-of-line inspection. Identifying and eliminating the causes of problems improves service and requires no additional expenditure.

ABOUT ABF FREIGHT

ABF FreightSM operates the core less-than-truckload network for North American shippers of all sizes who value quality and an exceptional experience. Our customers know we'll find a way to deliver superior regional and long-haul LTL solutions, including best-in-class trade show, white glove, expedited and time-critical services. With easy access through a single point of contact to a broad array of logistics services at our sister companies, we meet all supply chain needs.

ABOUT ARCBEST

ArcBest CorporationSM (Nasdaq: ARCB) solves complex logistics and transportation challenges. Our companies and brands – ABF FreightSM, ABF LogisticsSM, Panther Premium Logistics[®], FleetNet America[®], U-Pack[®] and ArcBest Technologies – apply the skill and the will with every shipment and supply chain solution, household move or vehicle repair. ArcBest finds a way. For more information, visit arcb.com,

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