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#### **Four ABF Freight® Service Centers Recognized**

- ArcBest carrier ABF Freight honors four locations with President's Quality Awards
- Service centers in Nebraska, California, Texas and Arkansas awarded

FORT SMITH, Arkansas, April 10, 2017 — [ArcBest](http://arcb.com) (Nasdaq: ARCB) is pleased to announce that four of its ABF Freight service centers have earned the President's Quality Award for their achievements in 2016: Grand Island, Nebraska; Long Beach, California; Waco, Texas; and Little Rock, Arkansas.

The prestigious award recognizes service centers that have exemplified the Quality Process for the previous year. Each facility receives a President's Quality Award trophy and earns a spot on a wall of honor at the General Office in Fort Smith, Arkansas.

"The hard work and dedication of the employees at Grand Island, Waco, Long Beach and Little Rock have resulted in profitable growth, safe freight handling and ultimately improvements in customer satisfaction and loyalty," said ABF Freight President Tim Thorne. "Their teamwork and collaboration to meet our customers' needs has fueled their success."

The 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 throughout the ArcBest organization is a process, not merely a program.

Each year, all ABF Freight service centers undergo extensive evaluations that include a nomination process, a quality awareness survey and an on-site validation audit by the Quality Implementation Committee. The evaluations gauge customer satisfaction, resource management, damage/loss prevention and other performance indicators.

The President's Quality Awards were established in 1993; four ABF Freight service centers have been recognized annually since 1999.

#### **ABOUT ARCBEST**

ArcBest<sup>SM</sup> (Nasdaq: ARCB) is a logistics company with creative problem solvers who have The Skill and the Will<sup>®</sup> to deliver integrated logistics solutions. At ArcBest, We'll Find a Way to deliver knowledge, expertise and a can-do attitude with every shipment and supply chain solution, household move or vehicle repair. For more information, visit [arcb.com](http://arcb.com).

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