

# Customer Success Stories



With more than 500 Professional Transport Operators working out of terminals across the country, Yanke Group is one of Canada's largest fleets. A Platinum Club Member of the Canada's 50 Best Managed Companies program, and a 2009 Best Fleet to Drive For, Yanke serves a range of satisfied clients across the US and Canada.

In late 2007, Yanke expanded its ongoing driver improvement programs with the addition of CarriersEdge. While the initial focus was HOS & Logbooks, the program was quickly expanded to include Safe Driving, Dangerous Goods, and other areas.

The results from the program have been unmistakable. According to Mike Titus, Corporate Fleet Training Manager, "we've seen a positive affect on the accident rate - a definite decline in the numbers of accidents and violations."

## Reaching everyone

One of the biggest benefits for Yanke has been the ease with which it can get training out to all its operators. For a company that spread out, delivering consistent training was a challenge. "Not all opeators can get to the main terminal, so it's great to be able to reach them through this avenue", says Titus.

Even operators with little computer experience have participated as well. "Sometimes they profess to be computer illiterate", says Titus, "but once you sit them down and show them the system, the pick it up pretty quickly, and ENJOY it."

Professional drivers enjoying training? Titus attributes that to the quality of the content in the individual modules. "There's enough variety in the packages that it keeps their interest – the combination of materials keeps them interested from topic to topic, question to question. What I really like, with the Dangerous Goods training, is the way the manuals and reference books are available online as part of the programs – that's a good facility."

## Keeping the house in order

With so many operators participating in so many different training programs, keeping track of who's done what is crucial. Titus gives high marks here as well – "Administration is very, very easy. It's extremely user friendly, well laid out, and all the reports are easy to pull up, with a lot of great information. There's a number of very, very nice features to the program."

Yanke has also expanded their use of the system beyond driver training, now requiring office staff to participate in the programs as well. With many operations staff coming from outside the transportation sector, the modules provide invaluable information about the regulations and typical scenarios faced on the road. "Everyone gets a consistent message, so it helps them communicate more effectively with their operators".

With management, office staff, and individual operators all seeing benefits from the program, Yanke's ongoing driver improvement efforts have had a solid, positive effect on its business performance.

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- Mike Titus  
Corporate Fleet  
Training Manager