

Readers Respond – Article on YRC Worldwide Struggles Elicits Lots of Feedback

Union or Management? Smart Acquisitions or Big Mistakes? We Get All Sides

SCDigest Editorial Staff

We received more than two dozens responses from readers of our recent piece on the financial challenges facing YRC Worldwide. (See YRC Worldwide Continues to Struggle, but Keeps Finding Ways to Cut Costs and Raise Cash.) Most of them were even printable, though a few were not, given the language.

The basic divide of the writers, of course, was between the union and “management,” but there was also quite a bit of different opinion as to the merit of the former Yellow Freight’s acquisition of Roadway, US Freightways and others – and which side in those deals was really causing the problems.

Many responders asked not to be identified.

For example, “Shawn” says that “I have worked for YRC for ten years now. I worked my way up from the dock to management. Since being a part of the management team I am shocked to see how poorly our company operates.”

He adds: “We also have another account at the terminal I work for in which the pricing is so bad we are losing six figures a month. That is more than a million dollars a year loss just from this one account/facility. When the issue of how much money was being lost on the account is brought to anyone’s attention in corporate the response is ‘We don’t care about the money, we need to service this client.’”

On a much more positive note, “Dennis” from YRC writes that “I have worked for Yellow for 30 years and we have some of the best people in freight working there. We are in bad times right now but the moves that YRC is doing right now will make the

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company stronger and I believe our management team is the best in freight.”

He adds: “The people that work there care about this company. Managers and Teamsters are working side by side now to make it happen. This is the best it has been in that regard in the 30 years I have been here. We all just get in there and get it done.”

“Pat” from YRC says, “The first point is Yellow did not drag Roadway or Holland down, it is the other way around. If Yellow had not purchased USF, the outcome would probably have been better.”

Teamster Randall Knight, on the other hand, says, “As an employee, since 2004, I have seen the steady decline of Roadway, after having been taken over by Yellow. I have watched as many knowledgeable, and quite capable behind the counter personnel have either taken a buyout offer, or, been escorted off the premises by security, only to be replaced with mainly incompetent children. Then there is the fact that Yellow sales personnel under bid freight against Roadway, essen-

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tially, robbing the hand that has fed them since their takeover of Roadway.”

The theme of intra-company competition was cited by several writers, who say it may be good for shippers but bad for YRC.

“The different brands of the business are still cut throating each other which baffles me. The terminal I work for just lost its biggest account to New Penn (part of the YRC family),” one reader told us.

Another Teamster, Jerry, says the Roadway team has better processes than the old Yellow.

“Now that Roadway is taking over the management duties at YRC there should be less waste of money in the form of excessive delay due to poor dispatch procedures,” he wrote. “This alone will save anywhere from 1 to 2 thousand dollars a day per terminal. I am sorry to say this but, as an employee of Yellow for over 20 years I have watched management cost the company,

and employees time and money because they lacked the ability to coordinate and dispatch.”

One YRC manager has a simple answer: “As a 31 year employee in management, we will not make it. I have one word that dooms us as a company: Teamster!”

That elicited some strong response from several writers, one of whom, Teamster Mitchell Anderson, wrote: “While semi-educated people like some of the people who have responded have never gotten their hands dirty, they have made a good living off of our blood, sweat and tears. For over 100 years the Teamsters have fought for your rights, pay benefits, and your job. While you sit back and say a FEW get it. How dare you!”

Lots of perspectives on all this for sure.

