

N&M TRANSFER

INVESTS IN SAFETY AND SERVICE TO SUCCEED

N&M Transfer, headquartered in Neenah, Wisconsin, has a track record of driver safety and accomplishment that would be the envy of any carrier. Since 2000, nearly 400 of its drivers have received over 1,000 safety and performance awards. In total, N&M drivers have logged a combined total of nearly 4,300 years of safe driving during that time.

“We have had many drivers reach 5- and 10-year accident-free marks, and quite a few have reached 15 and 20 consecutive years as well,” says **Glen M. Krueger**, Director of Administration.

One driver, **Rich Ham**, recently celebrated an incredible 25 consecutive years of safe driving. Other drivers receiving recent awards include **John Schmitz** (pictured), who was honored by the Wisconsin Motor Carriers Association in October 2015 for logging 2.5 million miles and 34 years of safe driving, with 19 of those years at N&M. The company has also had a number of drivers compete in the Wisconsin State Truck Driving Championships over the years. Three drivers earned awards in this year’s championship, with **David Schmidt** taking first place in his category and competing in the national championships.



Driver John Schmitz was recently honored by the WMCA for 34 years of safe driving.

Commitment to Safety

The accomplishments of N&M Transfer’s drivers reflects the company’s longstanding commitment to safety.

“One of the biggest challenges we face as a company is the safety of our drivers on the road,” Krueger says. “We, of course, have a strict and longstanding disciplinary policy for drivers related to preventable accidents. However, another effective way we help keep our focus on safe driving is to offer rewards

for the total number of years, number of consecutive years, and number of miles driven without a preventable accident.”

N&M pays safety bonuses for reaching the 100,000- and 250,000-mile mark and for each 250,000 miles thereafter. Since the year 2000, the company has had over 330 drivers achieve one or more of these safe-driving milestones, earning a very significant amount in bonuses. Drivers also proudly wear hats and patches displaying their number of safe driving years.

Next-Day Delivery

N&M Transfer was founded in 1964. In 1980, when trucking was deregulated, second-generation owner **Tom Pawlacyk** saw an opportunity to grow the business by providing next-day delivery service. Tom is CEO today.

In the 1980s, the business grew rapidly by providing next-day service between the Fox Valley and Chicago, at a time when that speed of delivery was unheard of for standard LTL service. From there, the company expanded to cover other parts of Wisconsin that could be serviced directly from Neenah while still fulfilling its promise of next-day delivery.



N&M President Kevin Pawlacyk (left) presents an award to Richard Ham for 25 years of safe driving.

In 1988, N&M added a terminal in northern Wisconsin to be able to reach the northwestern parts of the state as well as upper Michigan. With overnight line-haul from that terminal to Neenah, the company still kept all freight moving next-day. Additional expansions were planned in such a way to extend direct service while still keeping the next-day promise. In 1992, N&M added a terminal to open up most of Minnesota and, in 1999, expanded to Iowa and Illinois. In 2001, N&M added a terminal that connected it to southern Illinois.

In 2003, **Kevin Pawlacyk** became President and represents the third generation of family ownership. Over the past eight years, N&M added two terminals in Indiana, extending its direct service reach into most of the state.

Service Guarantee

N&M Transfer not only provides next-day delivery service, they guarantee it.

“If we fail to provide next-day delivery due to reasons within our control, our customer does not have to pay the invoice for that shipment. We’re not aware of any other LTL carriers that make that same promise,” Krueger says.

To achieve that goal, the company invests not only in drivers, but in all the resources needed to do the job: electronic bar coding, automated pallet racking systems, state-of-the-art mobile communication, and a proven-effective preventive maintenance program. Given its track record of growth and success, it’s no surprise the company continues to look for ways to enhance its operations and keep its promise to customers.

“We will continue to find ways to utilize the best technology, equipment, and training, as well as to rely on our top-notch personnel, to provide the highest level of service in the safest way possible,” Krueger says. “It’s no coincidence that ownership continues to invest heavily in all of these areas to ensure our continued success.” ●



Left to right: Driver Jerome Laabs, Driver Trainer Chris Bordeaux, Driver David Schmidt, and Driver Mike Welch at the 2015 Wisconsin State Truck Driving Championships.