

## PAYNE TRANSPORTATION LTD. - MEMBER, MULLEN GROUP, CANADA'S SECOND LARGEST NATIONAL TRANSPORTATION CONGLOMERATE

On July 3, 2000, Payne Transportation Ltd. sent off their first load. This began what is now a 19 year career of devotion to a sustainable business with a strong focus on safety. As a member of the Mullen Group, Payne is a part of Canada's second largest transportation conglomerate, with offices in Winkler, Edmonton, Houston, and Kelowna. Payne also has approximately 250 trailers in their fleet, 240 employees, and routes internationally through Canada and the United States.

With an owner operator model, Payne's main focus is ensuring their drivers will not only follow safety procedures, but have a natural inclination towards including them in their work. *"The bulk of our hiring is owner operator, our challenge is trying to understand their behaviour habitats to protect our safety culture,"* says Thomas McKee, Vice-President of Driver Services and Innovation at Payne Transportation, *"if we make the wrong hire, this could mean accidents, claims, bodily injury, and costs. That will impact our insurance rates, and those are costs we can't afford."*

### WHY DID PAYNE CHOOSE TO USE THE PREDICTIVE INDEX BEHAVIOURAL ASSESSMENT™?

With the company reputation on the line, and a need to ensure they are hiring safe drivers who aren't prone to accidents, getting a clear understanding of an applicants behaviour is crucial to the success of the company. McKee estimates costs of one small accident can be over **\$10,000**.

Mr. McKee partnered with Predictive Success to develop an efficient hiring process that would allow Payne Transportation to move forward with a hire quickly, confident in the fact that they will be a safe employee.

### BENEFITS OF THE PREDICTIVE INDEX SYSTEM® FOR PAYNE TRANSPORTATION LTD.

**Since implementing The Predictive Index Behavioural Assessment™, as delivered by Certified Partner Predictive Success, Payne Transportation has had a decrease in turnover, achieving a 100% retention rate of all employees hired using the PI System®. "If someone matches our driver profile perfectly, I am 99% sure I want to hire them immediately,"** says McKee, *"I have the ability to be confident with a candidate from their Behavioural Profile, and can move forward with them within hours of meeting."*

McKee also uses the Predictive Index System®, delivered by certified partner Predictive Success Corporation, to manage the team, look for points of potential conflict, and predict outcomes of new teams. *"I have used the coaching reports and given them to our team so they know what to be aware of, and be cautious of, so they don't get frustrated. For them to have that tool, and us to have that tool, we have common ground."*

# 0%

TURNOVER SINCE IMPLEMENTING  
THE PI BEHAVIOURAL ASSESSMENT™



# 50%

IMPROVEMENT IN HIRING EFFICIENCY

*"I went to a few of our Drivers of the Year, some of our highest achievers who have been at the company for years, and we had them complete a PI Behavioural Assessment™. They were a 100% match to our driver profile, which just validated that what the assessment is telling me to look for, that's what I want to cookie-cut."*

- Thomas McKee,  
VP Driver Services and Innovation  
Payne Transportation Ltd.