

October 24, 2023



# Old Dominion Freight Line Receives Prestigious Mastio Quality Award for the 14th Consecutive Year

*Leading National LTL Carrier Recognized as Best in Service by Mastio & Company*

THOMASVILLE, N.C.--(BUSINESS WIRE)-- Old Dominion Freight Line, Inc. (OD), a leading national Less-Than-Truckload carrier, has been named the winner of the Mastio Quality Award for the 14<sup>th</sup> consecutive year. This esteemed award, determined by logistics professionals, is presented annually to the #1 national LTL carrier for quality by Mastio & Company. OD has once again demonstrated its unwavering commitment to excellence and customer satisfaction.

In 2023, OD achieved top rankings in an impressive 25 of 28 core attributes showcasing the company's dedication to exceeding customer expectations and delivering unparalleled service. These attributes include performance metrics such as freight picked up and delivered when promised, delivered with no damages or shortages, consistent transit times, carrier trustworthiness, and ease of doing business. This remarkable feat underscores OD's position as an industry leader in the LTL sector.

Mastio & Company's annual independent industry study of carriers interviewed over 1,600 logistics professionals, providing approximately 7,200 carrier observations. The 2023 survey reached key freight decision-makers from June to October 2023.

Marty Freeman, President and CEO of OD, expressed his pride and gratitude for the continued recognition: "Winning the Mastio Quality Award for the 14<sup>th</sup> consecutive year is a testament to the hard work and dedication of our entire team. We are deeply committed to delivering the highest standards of service and quality to our customers for each and every one of their shipments. This award reaffirms that our efforts to provide LTL services that are the best in the game have not gone unnoticed."

Kevin Huntsman, President of Mastio & Company, praised OD's consistent track record of excellence: "The evaluation of carrier performance is derived from direct feedback collected from shippers on a comprehensive array of nearly 30 attributes, as documented within the annual MASTIO survey. These performance criteria are utilized to calculate the prestigious Mastio Quality Award recipient. For the 14th consecutive year, we are delighted to again recognize Old Dominion as the #1 national LTL carrier based on their performance in the 2023 Mastio Customer Preference and Carrier Performance Study. They earned this distinction for being consistently rated as a top LTL carrier and preferred by their customers for their LTL shipping needs."

OD's legacy of quality and commitment to customers remains unparalleled, making it the benchmark for excellence among national LTL carriers. For more information, visit [odfl.com](https://odfl.com).

### **About Old Dominion Freight Line, Inc.**

Old Dominion Freight Line, Inc. is one of the largest North American less-than-truckload ("LTL") motor carriers and provides regional, inter-regional and national LTL services through a single integrated, union-free organization. Our service offerings, which include expedited transportation, are provided through an expansive network of service centers located throughout the continental United States. The Company also maintains strategic alliances with other carriers to provide LTL services throughout North America. In addition to its core LTL services, the Company offers a range of value-added services including container drayage, truckload brokerage and supply chain consulting.

### **About Mastio & Company**

MASTIO, celebrating 33 years in business, specializes in providing an independent third-party perspective for clients who want to truly assess their corporate image, discover their perceived level of customer value, find new customers, understand the strengths and weaknesses of the competition, and supplement their market intelligence. Our strength is in helping clients re-think established norms, eliminate internal biases, collect and analyze data and transform market research into actions that achieve superior business results.

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Source: Old Dominion Freight Line, Inc.