

Colorado Couriers Steer Away From Outsourcing

DEPARTMENT: Colorado Couriers



WHAT THEY DID

When the Couriers' UBT looked at the work it was outsourcing, members realized they could reduce their use of outside contractors, hire another staff employee, improve routes—and still save money. The team also figured out a way to improve its workflow with new technology and processes. Smartphones allow them to get pick-up and delivery information on the spot—and make it easy for central dispatch to see who is closest to a call.

RESULTS

Projected annual savings for 2014



\$375,000

MAY / JUNE 2014