

Lee Miller

Ridgeland, Mississippi

Work History with Miller Transporters, Inc.

- 1979-1981 Dispatcher in Birmingham, AL
- 1981-1982 Assistant Terminal Manager in Mobile, AL
- 1982-1984 Terminal Manager in El Dorado, AR
- 1984 – Present Jackson, MS
 - 1984 - 1985 Assistant to the President
 - 1985 - 1988 Davison Operations Manager (Owner Operators)
 - 1988 – 1995 Director of Corporate Support
 - 1995 – Now Vice President of Quality and Corporate Support

I have worked in various capacities since returning to Jackson. In addition to what is listed above, I was called upon to lead the Billing Department, Accounts Payable, and company publications. Currently, I am responsible for the following areas that have Managers: Pricing, Recruiting and Retention, and Customer Service. Each area has specific metrics that they report regularly to insure progress towards stated objectives.

Here are a few additional points that I would like for you to also consider:

Quality –

- 1998 – Recognized the need for standardization of the company’s Dispatch Process. Led the team that did the work and finalized the procedures. Now, each terminal operates under a uniform set of guidelines based on best practices.
- Have continued to meet increasingly stringent customer demands for service, as reflected by measured on-time performance metrics. This high level of service has been a key component in the Company’s ability to win the Logistics Magazine’s “Best of the Best” Award in twelve of the last fourteen years.
- 2003 – Identified the need for standard procedure for analysis of service failures. Wrote curriculum, trained personnel, and instituted Root Cause Failure Analysis requirement for each service failure. Subsequently, these methods have been adopted as a best practice by the Safety Department for incident and accident investigation.

Information Services -

- 1992 – Led the reorganization of the Data Processing Department. Eliminated the position of Director - thus saving the salary and benefits which are currently projected to exceed \$100,000 per year – assumed it myself and have utilized management principles to lead the Department.

- 2001 – Continued restructuring of the department, resulting in the elimination of two more full-time positions and began the use of co-op students to accomplish the work.
- Since 1992 - research and selection of productivity tools that have resulted in additional savings for the company in terms of:
 - Dispatcher to Truck Ratio increased from a low of 13.1: 1 to a high of 15.4:1 .
 - Full integration of operating system and continued modification to meet user and customer demands for a robust system.
 - 2006 – Initiated research and implementation of lower cost providers for terminal communications resulting in annual savings of approximately \$100,000.
 - Currently managing the implementing of a new document imaging system designed to allow electronic paper flow and reduce the need for overnight courier. Estimated to save \$75 – 100,000 per year in courier expenses.
 - Currently directing a system software analysis seeking additional productivity gains at both the terminals as well as Jackson and a reduction in the vulnerability presented by the loss of critical personnel.
- 1998 – Established Disaster Recovery “Hot Site” in Hattiesburg, MS. The facility has been equipped with used and reworked equipment that the company already owned, resulting in an initial savings of greater than \$150,000. The Disaster Recovery site is managed daily, tested quarterly, and hosts users regularly to insure confidence in the setup.

Recruiting and Retention -

- In 2005, formed a steering committee, researched best practices and started this department. Staffed it with a Manager and Assistant, both from outside the organization, within budget.
- 2006 - Driver turnover stood at 29% compared to the trucking industry’s average of greater than 100% turnover. This lower turnover contributed to the company’s safety record, which resulted in being awarded the 2006 Heil Trophy.
- Since 2006 - Staffed twenty unseated company units and increased the operator fleet by thirty-seven units, resulting in fifty-seven additional units on the road.

Management Development -

- 2004 – Responded to internal personnel survey by establishment of Dispatcher Training and development of curriculum.
- 2005 – Level I training for all thirty-four company dispatchers
- 2006 – Level II training for all dispatchers and Level III training for new terminal managers
- 2007 – Level I and Level III training. Currently eight new dispatchers are on track for Level I and four terminal manager candidates will be selected for Level III training.

Certification -

- 1998 – appointed Responsible Care Coordinator for the company
- Since 1998 – involved in writing and rewriting of Responsible Care Management System, Certification Process, and business value associated with these.
- Currently – Member of American Chemistry Council’s Bulk Truck Sector Work Group
- Currently – Member of American Chemistry Council’s Partner Steering Committee
- 2006 – interviewed and selected Responsible Care Management System auditing firm
- 2007 – Currently involved in the final phases of Responsible Care Certification Audit.
- 2007 – We are projected to become one of five bulk carriers certified under Responsible Care’s Management System. Certification is expected to result in lower risk management costs through more effective prevention of accidents and injuries.
- Leading the team working with DuPont on obtaining the International Cyanide Management Institute’s endorsement as a hauler of Cyanide products. Currently, we are one of three carriers world-wide to have this designation

Education -

Bachelor of Science, Transportation, Mississippi State University, 1979

Masters of Business Administration, Mississippi College 1995

Other Activities -

Madison County Board of Education

- 1996 Elected to serve as a member of the County’s School Board
- 1999 President of the Madison County Board of Education, during which time the district successfully launched a \$55 million building program, the largest in the state’s history at the time, and successfully defended challenges against it in Federal Court.

Mississippi College

- 1999 – Present Member of the School of Business Advisory Board

Mississippi State University

- 1999 – Present Member of the Senior Executive Advisory Board of the College of Business and Industry.
- 2007 - Interview Team for new Dean Search
- 2007-2008 – President of Senior Executive Advisory Board

Broadmoor Baptist Church

- 1995 – 2007 – 9th Grade Sunday School Teacher
- 2003 Chairman of Deacons
- 2007 Co Chair of \$20 million Capital Stewardship Campaign

Jackson Street Ministry

- 2004 – present Volunteer in ministering to Jackson's chronic homeless population

Personal:

- Married to Mary (Hunt) Miller since 1979
- Children: Jordan and Laurel, (1985) and Ryan (1986-2002)
- Hobbies: Sports, running, reading, and numerous pets

Final Note –

Without doubt, my greatest joy in life is summed up by the following verse from III John 4:

"I could have no greater joy than to hear that my children live in the Truth."