



# ALEXANDER & BALDWIN

## Matson Honored with Ninth Consecutive Quest for Quality Award

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OAKLAND, Calif., Sep 14, 2011 (BUSINESS WIRE) -- Matson has been honored for the ninth consecutive year with *Logistics Management* magazine's annual Quest for Quality award in the Ocean Carrier category. The annual survey is regarded in the transportation and logistics industry as the most important measure of customer satisfaction and performance excellence. Transportation service providers are rated by customers on five key criteria: on-time performance, equipment and operations, customer service, information technology and value. Matson will be presented with the award on October 5 at the Quest for Quality awards dinner in Philadelphia, which coincides with the Council of Supply Chain Management Professionals (CSCMP) Annual Conference.

Matson ranked fourth of the 14 domestic and international ocean carriers honored with this year's award, and was rated the best in the industry for equipment and operations.

"Matson is very proud to have been honored nine years in a row with this prestigious award," said Matt Cox, president. "It underscores our solid track record in consistently delivering modern, reliable ocean transportation services of superior quality and value. While Matson conducts its own customer satisfaction surveys regularly to maintain timely and customized feedback, the results of this survey reflect our overall standing in the national transportation industry. We are particularly gratified to receive top ranking for equipment and operations, as well as high marks for on-time performance, information technology and customer service. The honor is also a very strong reflection of the across-the-board effort by all at Matson to sustain our reputation as a quality carrier and leader in Pacific shipping."

According to the publication, over 4,500 readers participated in the 2011 survey. The high participation rate has made the Quest for Quality annual survey the premier benchmark study for logistics and transportation quality service over the past 28 years.

Matson provides ocean transportation services to Hawaii, Guam, China and Micronesia, as well as logistics services through its subsidiary, Matson Logistics. Matson is a wholly owned subsidiary of Alexander & Baldwin, Inc. of Honolulu (NYSE: ALEX).

SOURCE: Matson

Matson

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