

BUSINESS SERVICES FRANCHISE SYSTEM OF THE YEAR

Fastway deliver again

THE 2007 BUSINESS Services System award won by Fastway Couriers (NZ Ltd) will proudly join the four others the company has collected at earlier franchise awards.

“Fastway Couriers has a well-established business model with comprehensive systems to support franchisees and a clear focus on performance management,” says head judge Mike Watson. “It continues to operate a very sound and profitable business.”

The first transport company to franchise worldwide, Fastway Couriers began operating between Napier and Hastings in 1983. Since then it has expanded rapidly to establish operations in 10 countries and



generate a global turnover of \$385 million.

Fastway replicates its franchise system in each country with a national master franchisee who establishes and operates the business, regional franchisees who operate regional depots and administration facilities, and courier franchisees who carry out the delivery work and build relationships with customers within their exclusive territories.

As a logistics business, Fastway has

had to place a strong emphasis on technology and its IT systems are now an integral part of the Fastway model.

Fastway New Zealand's 19 regional franchisees and 252 courier franchisees benefit from access to the comprehensive Fastway intranet that hosts all manuals, reporting, emails, contacts and scheduling.

The scanners used by the courier franchisees transfer data to the Fastway website, meaning customers can instantly track and trace their parcels and check proof of delivery.

The website has been redeveloped and will be relaunched shortly, providing a total one-stop-shop for prospective customers and franchisees.