

Southwest Airlines® Cargo Honored for Outstanding Performance

Airline Earns Quest for Quality Award for 17 Consecutive Years

November 12, 2013

DALLAS, Nov. 12, 2013 /PRNewswire/ -- [Southwest Airlines Cargo](#) is honored to receive the 2013 Quest for Quality Award, awarded by *Logistics Management* Magazine. The Quest for Quality Award is the gold standard for customer satisfaction and performance excellence for the logistics industry. Southwest Airlines Cargo received the highest overall score among all cargo carriers for outstanding performance, and has been honored with the Quest for Quality Award for 17 consecutive years!

"Once again, Southwest Airlines leads the way in service excellence in our Air Carrier's category," said Michael Levans, Group Editorial Director of Peerless Media, publisher of *Logistics Management*. "This achievement is nothing less than a monumental feat when you consider the challenging environment in which our nation's transportation services providers have been operating over the past 12 months."

In addition to receiving *Logistics Management's* Quest for Quality Award, Southwest Airlines Cargo has been presented a number of awards and recognitions of excellence throughout the last 17 years. Visit the recently launched [Accolades page](#) from their main website to view and learn more about the organization's accomplishments.

"Our Customers count on us to deliver excellence in quality and Customer Service," said Matt Buckley, Vice President Cargo and Charters at Southwest Airlines. "We are honored to have been recognized for our Relentlessly Reliable service, and we continually strive to improve the overall Customer Experience and value."

For further details on this latest and any previous awards, please visit <http://www.swacargo.com/swacargo/accolades.shtml>.

ABOUT SOUTHWEST AIRLINES CARGO

Southwest Airlines Cargo provides expedited air cargo service to destinations across the map. Now connected to the AirTran network, Cargo Customers have an extensive network with hundreds of new flight options to choose from for reliable shipping. Recognized for excellence in the air cargo industry, Southwest is proud to operate a majority of our facilities with our own Employees.

ABOUT SOUTHWEST AIRLINES CO.

In its 43rd year of service, Dallas-based Southwest Airlines (*NYSE: LUV*) continues to differentiate itself from other carriers with exemplary Customer Service delivered by more than 45,000 Employees to more than 100 million Customers annually. Southwest is the nation's largest carrier in terms of originating domestic passengers boarded, and including wholly-owned subsidiary, AirTran Airways, operates the largest fleet of Boeing aircraft in the world to serve 96 destinations in 41 states, the District of Columbia, the Commonwealth of Puerto Rico, and five near-international countries. Southwest is one of the most honored airlines in the world, known for its triple bottom line approach that takes into account the carrier's performance and productivity, the importance of its People and the communities it serves, and its commitment to efficiency and the planet. The 2012 Southwest Airlines One Report™ can be found at southwest.com/citizenship.

Southwest Airlines

From its first flights on June 18, 1971, Southwest Airlines launched an era of unprecedented affordability in air travel quantified by the U.S. Department of Transportation as "The Southwest Effect," a lowering of fares and increase in passenger traffic wherever the carrier serves. On every flight, Southwest offers Customers the first two pieces of checked luggage (weight and size limitations apply) and all ticket changes without additional fees. Southwest's all Boeing fleet consistently offers leather seating and the comfort of full-size cabins, many of which are equipped with satellite-based WiFi connectivity and a new, sustainable cabin interior. With 40 consecutive years of profitability, the People of Southwest operate nearly than 3,200 flights a day and serve communities around 89 airports in Southwest's network of domestic destinations. Southwest Airlines' frequent flights and low fares are available only at southwest.com.

AirTran Airways

AirTran Airways, a wholly-owned subsidiary of Southwest Airlines Co., offers coast-to-coast and near-international service with nearly 500 flights a day to 44 destinations. The carrier's high-quality product includes assigned seating and Business Class. As Southwest continues to integrate AirTran's People, places, and planes into Southwest Airlines, Customers of both carriers may book flights at airtran.com and exchange earned loyalty points between both AirTran's A+ Rewards® and Southwest's Rapid Rewards® for reward travel on either airline.

