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## **SOUTHWEST AIRLINES CARGO EARNS HIGHEST HONORS FOR PERFORMANCE**

*Airline Earns Quest for Quality Award for 18<sup>th</sup> Straight Year*

**DALLAS-** August 20, 2014- [Southwest Airlines](#) (NYSE: LUV) Cargo is celebrating winning the Quest for Quality Award, awarded by *Logistics Management Magazine*, for 18 consecutive years. The award is the most extensive in the logistics industry, which evaluates transportation service providers based on ontime performance, value, information technology, Customer Service, equipment, and operations.

“This award highlights the dedication we have to delivering the highest quality of Customer Service,” said Matt Buckley, Southwest Airlines Vice President Cargo and Charters. “Our People across the system, who are working hard to ensure our Customers’ needs are met and exceeded on a daily basis, are the reasons we are able to win these awards.”

For 30 years, *Logistics Management’s* Quest for Quality has been regarded in the transportation and logistics industries as one of the most important measures of Customer Satisfaction and performance excellence. Southwest is proud to be recognized for the past 18 years.

“What makes the Quest for Quality Awards stand out in the market is the fact that the winners are determined by the readers of *Logistics Management*- the buyers of logistics and transportation services who put these carriers and service providers to work around the clock and around the globe,” said Michael Levans, Group Editorial Director of Peerless Media, LLC., the publisher of *Logistics Management*.

### **ABOUT SOUTHWEST AIRLINES CARGO**

Southwest Airlines’ Relentlessly Reliable Employees offer Cargo Customers award winning expedited air cargo service to destinations across the map, including complimentary Road Feeder Service and interline destinations. With our extensive domestic network and over 3,600 flights a day, we have the flights you need to meet your shipping requirements. Learn more about how Southwest Cargo can help you with your shipping needs by visiting [swacargo.com](http://swacargo.com).

### **ABOUT SOUTHWEST AIRLINES CO.**

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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. Based on the most recent data available from the U.S. Department of Transportation, Southwest is the nation's largest carrier in terms of originating domestic passengers boarded. The airline also operates the largest fleet of Boeing aircraft in the world to serve 93 destinations in 40 states, the District of Columbia, the Commonwealth of Puerto Rico, and five near-international countries. Some flights are operated by wholly owned subsidiary AirTran Airways. 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 2013 Southwest Airlines One Report™ can be found at [southwest.com/citizenship](http://southwest.com/citizenship).

From its first flights on June 18, 1971, Southwest Airlines launched an era of unprecedented affordability in air travel described by the U.S. Department of Transportation as "The Southwest Effect," a lowering of fares and increase in passenger traffic wherever the carrier serves. With Southwest Airlines, Bags Fly Free® (first and second checked pieces of luggage, size and weight limits apply), and there are no change fees (fare difference may apply) when you need to change your flight. Southwest's fleet offers leather seating and the comfort of full-size cabins, a majority of which are equipped with satellite-based WiFi connectivity over the United States, which enables live and video-on-demand TV currently FREE compliments of DISH, and a new, sustainable cabin interior. Southwest acquired AirTran Airways in May 2011 and by the end of 2014 intends to complete the full integration of the AirTran network into Southwest. With 41 consecutive years of profitability, the People of Southwest and AirTran operate more than 3,600 flights a day. Southwest Airlines' frequent flights and low fares are available online at [southwest.com](http://southwest.com) or by phone at 800-I-FLY-SWA.

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