

QAFI

Quality Air
Forwarding, Inc.

Quality Quotes

Volume 8 Spring Edition 2003



QUALITY AIR FORWARDING, INC. WELCOMES NEW MEMBER OF MANAGEMENT TEAM

TIGHTENING SECURITY

*QAFI SETS TIGHTEST
SECURITY STANDARDS
IN MILWAUKEE
TRANSPORTATION MARKET*

Please join us in extending a warm welcome to Sheila Richards, Quality Air Forwarding Inc.'s new Customer Service Manager as of April 28th. QAFI President Jim Cyganiak is committed to his *Pledge of Continuous Improvement* within our organization and believes Sheila will be a significant addition to our leadership team.

Sheila brings a wealth of transportation knowledge to QAFI having spent over 26 years working and managing nearly every area in the expedited freight industry. With her experience as a Customer Service Manager, she will look at ways to strengthen the internal procedures currently in place at Quality Air Forwarding, Inc. and our ISO processes.

QAFI has always set a very high bar and one of our company goals is "100% Customer Satisfaction." Jim feels that Sheila's experience will bring a whole new dimension to the focus on our customers. According to Cyganiak, "I am extremely eager for the type of outlook that Sheila will bring to our team. She will bring an outside view of our internal customer procedures, operations and ISO procedures; I look forward to the new ideas and improvements she can suggest."

Another area that Sheila will focus on will be QAFI's international partnership with UTI Worldwide. She is proficient

in the processing of both import and export shipments and plans are for Sheila to soon be the primary liaison for Quality Air Forwarding, Inc. international shipments.

Many of you may have worked with Sheila over the years. Sheila is leaving Tax Airfreight after 17½ years. She has been Customer Service Manager for many years and they admit they will miss her. However, Sheila has a passion for hands-on participation and likes to be involved in the heat of every transportation moment. She laughed when discussing this and says coming to a company like Quality Air Forwarding, Inc. will feel like how she felt in the beginning of a much smaller Tax Air; you can't get more hands-on!

Sheila says she is "so excited about going to work at Quality Air!" Like so many things in life, what goes around comes around and such is the case here. After a time in a Corporate Traffic Department for a local manufacturer, she next spent eight years working for an air freight forwarder. Again, we feel a great match here for her background and experience.

Please join us in welcoming Sheila Richards. We are looking forward to her eager sense of purpose and keen focus on Customer Satisfaction.

As our entire nation adapts to the basic way we do business due to persistent terrorism threats, Quality Air Forwarding, Inc. finds ourselves at the forefront of the new age of secure transportation operations.

After the acts of 9-11-01, one of the first acts President Bush did was to establish the Department of Homeland Security. The Transportation Security Administration (TSA), formerly housed under the Department of Transportation, is now under the umbrella of the DHS. The TSA now has 64,000 employees and has become the largest federal agency to be created since World War II.

Here in Milwaukee, TSA operations have stepped up dramatically. The local TSA Agent, Chris Marks, has spent a significant amount of time getting to know QAFI management operations personnel and procedures. **As Milwaukee's largest purveyor of freight to the commercial airlines, the TSA felt strongly that Quality Air Forwarding, Inc. meet the highest standards in the industry for following staunch security regulations.**

Quality Air Forwarding, Inc. along with every transportation facility in the...

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Quality News



Updates

FOCUS ON QAFI VARIETY OF SERVICES

QAFI SETS TIGHTEST SECURITY STANDARDS Continued...

...country, has been (or will be) analyzed by the TSA—usually in a fairly covert manner. After their initial study, QAFI began work with the local TSA to assist in maintaining the highest standard possible for consistent security procedures.

QAFI has now installed several closed-circuit cameras with internal monitors. All entries into the building are under constant surveillance and entry into our facility is always by either coded entry or being "buzzed" in.

Other noticeable security upgrades involve the physical handling of all QAFI shipments. ALL vehicles MUST maintain 100% unattended lock down at all times and straight trucks must always have locked padlocks on the back doors. Spot inspections by the TSA around the airport have reported several of our competitors paying stiff fines for having only vehicle locks on truck doors—not the required padlock.

ALL QAFI drivers are now registered with the



Milwaukee Sheriff's Department and wear Official Airport Photo Identification Tags on lanyards around their neck. Although not "technically" required, we felt the extra steps to acquire the Registered Photo IDs were worth the added effort. According to local TSA officials, there are four TSA inspectors on duty at all times monitoring the inside operations of the Milwaukee Airport, plus additional Sheriff Deputies assisting with the outside operations.

Last, but certainly not least, another of the important steps taken by Quality Air Forwarding, Inc. involves the end delivery of your shipments around North America. At each destination across the entire country, QAFI has received a signed contract from each of our delivery agents. This contract states that they will follow the highest level of security standards as itemized by both the TSA and QAFI in the handling of each of our customer shipments. If a local delivery company is not willing to sign this very important contract, we will NOT do business with them.

Quality Air Forwarding, Inc. remains diligent in our attention to even the finest detail of new security procedures. The expedient flow of your goods through our hands IS our business and we respect the implications, the responsibilities and the trust you have placed in us. Please be assured that QAFI will continue to remain abreast of all of the latest security issues both here and at all of our nation's airports. We thank you for your appreciation of our continued efforts.



WHAT'S HAPPENING INSIDE QAFI?

New Team Member

DOUG BRENT

Quality Air Forwarding would like to introduce you to one of our newest team members, Doug Brent. As a former employee of a "well-known-Wisconsin-based-airline", Doug comes to us with lots of industry knowledge. In particular, he has an extensive knowledge of bulk U.S. Postal Service handling and customer service. As part of the many tasks he performs, Doug is continuing in his specialty as a Postal forwarding person for QAFI. On his days off, Doug is an avid outdoorsman who enjoys hunting and fishing at every possible opportunity.

Please join us in welcoming Doug!

Industry Clips

MIDWEST EXPRESS EMERGES AS MIDWEST AIRLINES

Effective March 1, Midwest Express Airlines, changed its name to *Midwest Airlines*; and Skyway Airlines, the wholly owned commuter airline subsidiary of Midwest Airlines, changed its name to *Midwest Connect*.

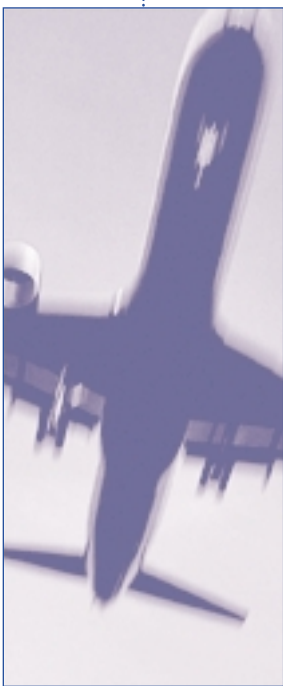
The company's management said it changed the names because market research had shown substantial lost income outside its core markets due to the word "Express" in the brand name, which potential customers believed indicated a small airline. Additionally, research showed that many travelers did not understand the connection between Midwest Airlines and Skyway Airlines.

Midwest says it will start up a currently unnamed low-fare airline in the third quarter of this year to lure needed

additional leisure passengers. It also instituted a broad range of cost-cutting measures, including temporary layoffs and changes in food service that will save more than \$4 million a month.

Midwest says they will temporarily do away with some of its in-flight food options. The airline is known for serving fresh food with champagne on real china, but Midwest Airlines said it would now offer pastries and fresh-baked cookies on flights that currently offer meals or other snacks.

Midwest Airlines, known for having all business-class seats, said it would start the lower-fare service with five MD-80 airplanes it already owns, which seat more than 140 passengers.



EDITORIAL COMMENT: As business people operating in the state of Wisconsin, we all have watched as our state's most successful commercial airline has grown and thrived. We have also all been watching with equal interest as Midwest Airlines faces the recent challenges of today's aviation industry. It is no secret that the airline industry is not exactly a fun place to be these days. However, once again, Wisconsin should feel proud of our 'hometown airline'. Thus far, Midwest has fared no worse than most and better than many. With regards to cargo, we have seen the airline continue to go out of their way to expedite Quality Air Forwarding, Inc. shipments with their customary premium level of professionalism and service. Again, the best care in the air for all—freight included. Please join us in offering your continued support to this important contributor to our state's business economy.

TSA Orders Random Vehicle Inspections at Airports Nationwide

Vehicles using the front drives at General Mitchell International Airport will be randomly selected for inspection, in compliance with a directive issued by the federal Transportation Security Administration (TSA). Traffic will be restricted to one lane for vehicles entering the airport from either the Airport Spur highway or Howell Avenue headed for the Ticketing or Baggage Claim roadways. Vehicles selected at random will be directed to pull into an inspection station, where security staff will search the vehicle. Vehicles not selected will immediately be allowed to pass through to the front drives.

Vehicles that pull into the Hourly or Daily sections of the parking structure, or that use the Remote Lot, will not be included in the new random inspection process. The new process applies only to vehicles using the front drives (Ticketing or Baggage Claim roadways). To minimize traffic on the Ticketing and Baggage Claim roadways, drivers picking up arriving passengers should pull into the parking structure and wait inside the terminal until the passengers and their luggage have arrived. The first 30 minutes of parking in any on-airport parking area are free; the cost is \$2 per hour after that. The Hourly section of the parking structure is designated for short-term parking closest to the terminal.

Drivers are reminded that the ticketing and baggage claim curbs at the airport are for active loading and unloading of passengers and luggage, and that unattended vehicles will be immediately ticketed and towed.

Mitchell International, along with other airports nationwide, already has initiated many new security measures over the past year and a half. Highly trained federal workers now manage concourse security screening, checked baggage is screened, and passengers are required to have a boarding pass and valid, government-issued photo ID before going to their gate.

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Keeping in Closer Contact

QAFI Expands Accessibility

As we continue to strive to provide excellent all-around service and communication, we've comprised an e-mail address list of key QAFI people who you may want to contact quickly and directly. Feel free to e-mail us to look up flight options, order a quote, or just say hi! ***Of course, we're always here 24 hours a day, 7 days a week, 365 days a year to answer any of your questions via phone as well!!***

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 to learn about more
 customer-friendly features.