

# Badger Football Stays With Quality Air Forwarding, Inc.

## Badger Football Rose Bowl Bound



As the Wisconsin Badgers finish their very successful football season, Quality Air Forwarding is proud to know that we were with them all the way! In conjunction with Learfield Sports, QAFI has offered our support during all game broadcasts as an official Badger Sponsor. Now, we're all heading for Pasadena to continue our support as the Badgers play for their second Rose Bowl Title in the past five years!

In addition, Quality Air Forwarding had agreed to a two year extension with Learfield Sports to advertise on official radio broadcasts during Wisconsin Badger Football Games for the 1999 and 2000 seasons. During each broadcast, the agreement includes four sixty second commercials for each game along with pre-game and post-game billboards.

Wisconsin fans are once again excited for their team and their enthusiasm has been fantastic. However, memories of over a thousand fans watching the 1994 Rose Bowl on television in the Rose Bowl parking lot are still vivid in many minds. The official Badger Football booster club, Mendota Gridiron Club, Inc., is recommending that any fans who plan to attend the game not leave Wisconsin without a ticket in hand. Their recommendation is to secure travel packages through an official Rose Bowl Tour Operator. In the Milwaukee area, Parkland Travel is providing official packages in conjunction with Funjet. Their local phone numbers are 764-0800 or 529-0800.

Meanwhile, for those of us who will enjoy the game here at home on January 1st, we would recommend proudly wearing your Badger Football gear and watching the game on television WHILE listening to the game on the radio!! Our hometown radio announcers always offer the true flavor of Wisconsin Football and Quality Air Forwarding will be with you all the way!  
GOOD LUCK WISCONSIN BADGERS!

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# Quality

# “Quotes”

QUALITY  
AIR FORWARDING,  
INC.



Vol. 2  
WINTER  
EDITION

“filled with  
newsworthy  
items about  
QAF”

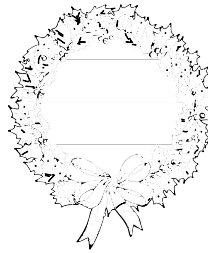
## What's inside

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Page 3...Industry News Clips...Phoenix...Higher-Weight Service and V.I.P. Service

Page 4...Badger Football Recruits Quality Air Forwarding Inc.

## THANK YOU!!



### The Season Reminds Us of Your Support.

*To Our Valuable Customers:*

*In the spirit of the Holiday Season, we at Quality Air Forwarding, Inc. offer our deepest appreciation for allowing us to continue to meet your air express needs.*

*As we celebrate our 6th year in business, we look back on 1998 and are excited to be where we are today. More importantly, we reflect on our relationship with you. Thank you for your continuing trust and confidence in Quality Air Forwarding, Inc. We will continue to do our best to serve you during the coming year and we will remain flexible and be available 24 hours a day, seven days a week, 365 days a year to meet your emergency air express service parameters.*

*At this “thankful” time of the year, we count our blessings. We wish each of you a Happy Holiday with health, happiness and prosperity during the new year.*

*Best Regards,*

*Jim Cyganiak  
President*

## ISO REGISTRAR CHOSEN, ISO AUDIT SCHEDULED

“The Time  
is Near”



Further to our summer announcement that Quality Air Forwarding is pursuing ISO 9002 Certification, President Jim Cyganiak reports that we have selected an official ISO Registrar and that the ISO Assessment Evaluation date has been set. The month of February 1999 will be very busy for everyone at QAFI as the first ISO Audit will occur during the first full week of the month. Following the successful completion of the first Audit, official Certification Assessment will proceed within two weeks after.

The importance of pursuing ISO Certification cannot be underestimated. For those of you who have worked through the process yourself, you understand the scope and depth of the work involved. For those of you who have not, suffice it to say that the intensity and difficulty of

the details involved are near mind-boggling. However, QAFI remains steadfast in our commitment to the ISO process.

We believe that ISO Certification offers our customers a level of professionalism and focus on quality that are achieved by only a select few in our industry. We are proud to say that we want you to work with nothing but the best and for you to say that Quality Air Forwarding, Inc. is your high-speed carrier because we care enough to provide nothing but the best for you.

We will continue to keep you updated on this important pursuit and look forward to announcing our ISO 9002 Certification in early 1999.

# QAF TECHNOLOGY UPDATE

## QAFI Plans for Year 2000 Computer Systems

To all of our Valued Business Partners:

Quality Air Forwarding, Inc. is committed to providing the highest quality expedited forwarding service to our customers today, tomorrow and into the next millennium. As the Year 2000 approaches, Quality Air Forwarding is working diligently to ensure that our computer systems are prepared. In fact, ALL of our internal computer systems have been revised or upgraded to be Year 2000 compliant. In addition, we are actively soliciting responses from our business partners guaranteeing their systems' compliance with the new millennium.

Quality Air Forwarding recognizes the Year 2000 problem as not strictly an information systems problem-it is a business problem. We have addressed all of our major business areas including Information Systems, Delivery systems, and office and Facility Management, including the associated software, hardware and communications equipment. Quality Air Forwarding, Inc. IS NOW Year 2000 compliant in all matters that might affect service quality or our ability to conduct business productively.

I believe this letter provides you with sufficient information regarding our overall commitment to Year 2000 compliance. However, if you have further questions on our Year 2000 position, please feel free to contact me directly.

Sincerely,

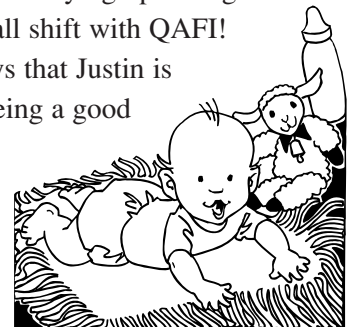
Karen Cyganiak  
Vice-President

For those of you who would like to pursue additional information on the Year 2000 (Y2K) computer systems challenge, we would like to recommend visiting the following web sites offered in a recent issue of "traffic WORLD".

- 1) **ZDY2K.com** <http://www.zdy2k.com>  
<http://www.zdy2k.com> . Ziff-Davis has launched what it describes as the complete guide to the year 2000 computer bug. Included in the site is a directory broken down by industry and technology, and recommended reading and resources.
- 2) **Year2000.com** <http://www.year2000.com>. This site offers a very detailed listing of legal, accounting and insurance aspects of Y2K; a long listing of links to year 2000-compliant vendors and a large number of articles on the subject. More detailed than most sites.
- 3) **Microsoft Year 2000 Resource Center** <http://www.microsoft.com/technet/topics/year2k/default.html> This site offers a wealth of resources for dealing with Y2K issues including strategy and planning, hot topics related to Y2K and online seminars. Also, a listing of tools for evaluating Y2K readiness.
- 4) **ICAO Year 2000** <http://www.icao.int/y2k> The International Civil Aviation Organization has officially set up this site to support the world aviation community. An important web page for those in the international aviation arena.

## IT'S A BOY!!

Quality Air Forwarding's General Manager, Jason Martin, keeps very busy these days both at the office all day and then at home all night as he has recently become a brand new daddy! Jason and his wife Kris are the proud parents of a brand new baby boy, Justin Matthew, born on November 22nd. Justin is the first child for Jason and Kris and weighed in at 6 lbs., 5 oz. Justin was born at 8:37 a.m. following an "all-nighter" at St. Joseph's Hospital. However, Jason reported that staying up all night with his wife in labor was no problem since he was used to staying up all night working the midnight on-call shift with QAFI! (Just kidding....) Jason says that Justin is happy and healthy and is being a good baby by already sleeping through the better part of each night. Our congratulations to Jason and Kris!



## PHOENIX NOW YEAR-ROUND "HOT SPOT"

Milwaukee's own Midwest Express Airlines has announced that effective December 1st, twice daily flights to and from Phoenix will operate on a year round basis. Previously only a popular seasonal route, the daily flights will operate on the following schedule:

|                       |                                   |                       |
|-----------------------|-----------------------------------|-----------------------|
| Milwaukee to Phoenix: | 7:25 am Depart / 10:00 am Arrival | Daily except Sunday   |
|                       | 1:30 pm Depart / 4:00 pm Arrival  | Daily                 |
| Phoenix to Milwaukee: | 10:40 am Depart / 3:00 pm Arrival | Daily                 |
|                       | 4:40 pm Depart / 9:00 on Arrival  | Daily except Saturday |

Service between America's Dairyland and The Grand Canyon State will be provided by one of eight recently acquired MD-80 aircraft. The 116-seat aircraft sport a new interior design for Midwest Express and are the first to be put into service on a new route.

In a release by Midwest Express, Chairman and CEO Timothy Hoeksema stated, "With Phoenix growing as both a leisure destination and business center, our customers have let us know they want year-round service." He added that Phoenix is one of Milwaukee's top five air travel destinations, both in terms of passenger volume and revenue.

## QAF PROVIDING NEXT DAY DELIVERY TO PUERTO RICO

Many of our customers have recently told us that many air companies who have been selling a next day service to Puerto Rico are defining their service as next day arrival, not next day delivery. Quality Air Forwarding is proud to confirm that we are able to deliver most types of shipments on a next day basis to Puerto Rico!

Working in conjunction with a strong cargo partner who specializes in the Puerto Rican marketplace, QAFI is successfully forwarding many thousands of pounds of air express cargo on a weekly basis. Once the shipments have arrived in San Juan, delivery service is available to all corners of the island.

Details of the program are: 1) Freight needs to be ready for pick-up in most of Southeastern Wisconsin by 2:00 p.m. 2) The shipment's bill of lading needs to include a consignee phone number and contact name if available 3) A commercial invoice needs to accompany the shipment.

Call QAFI at 281-6090 or 1-800-237-6090 if you would like further information about this high-speed delivery option to Puerto Rico.

## NORTHWEST AIRLINES OFFERS HEAVY WEIGHT SERVICE

For those customers who have skids of cargo that are either oversized or over 300# each, Quality Air Forwarding can now utilize Northwest Airlines directly out of Milwaukee. Northwest is now flying DC-10 Wide Body Aircraft from Milwaukee with connections to Los Angeles, CA; Seattle, WA; Orlando, FL; Phoenix, AZ and Honolulu, HI. The DC-10's have the capability of handling up to 25,000 pounds of cargo on each flight! Quality Air Forwarding, Inc. offers both a Next Day and Second Day service to all of the previously mentioned destinations.

Quality Air Forwarding would appreciate the opportunity to handle your heavyweight skids and your oversized products on Northwest's new flights. If you have any further questions regarding this program, please call QAFI at 1-800-236-6090 or (414) 571-6090, 24 hours each day, 365 days a year!

YESTERDAY IS HISTORY, TOMORROW IS A MYSTERY.  
TODAY IS A GIFT, THAT'S WHY WE CALL IT "PRESENT."

ANONYMOUS