



QUALITY MANUAL

This manual is the property of SIR LANCELOT LOGISTICS. It must not be reproduced as a whole or in part or otherwise disclosed without prior written consent from SIR LANCELOT LOGISTICS.

The official controlled copy of this manual is on the Sir Lancelot Portal visible to all authorized users. All printed copies and all electronic copies and versions (except for the ones described above) are considered uncontrolled copies used for reference only.

This document is controlled as a single entity, as any change – however slight, even a single character – to any part of the document, changes the entire document.



Contents

1	FOREWARD	3
2	OVERVIEW	3
2.1	Company Profile	3
2.2	Services.....	3
3	CORPORATE STRATEGY-QUALITY POLICY	4
3.1	Corporate Strategy	4
3.2	Quality Policy.....	4
3.3	Objectives/KPI's.....	5
4	RESPONSIBILITY, AUTHORITY AND COMMUNICATION	5
4.1	Management Representative	6
4.2	Quality Team	6
5	MANAGEMENT REVIEW MEETING.....	7
6	DOCUMENTATION REQUIREMENTS	7
6.1	Control of Documents	7
6.2	Control of Records.....	8
7	RESOURCE MANAGEMENT	8
7.1	Provision of Resources	8
7.2	Competence, Awareness and Training	8
8	CUSTOMER RELATED PROCESSES	8
8.1	Determination and Review of Customer Requirements.....	8
8.2	Customer Communication and Feedback.....	9
9	PURCHASING.....	9
9.1	Selection, Evaluation and Approval of Suppliers	9
10	MEASUREMENT, ANALYSIS, AND IMPROVEMENT.....	9
10.1	Customer Satisfaction	9
10.2	Self-Inspections/Internal Audits	9
10.3	Improvement.....	9
10.3.1	Corrective and Preventative Action (CAPA) Process.....	9
11	CORE PROCESSES	10
11.1	Operations.....	10
11.2	Safety, Security, and Regulatory Compliance	10
11.3	Quality Team	11



1 FOREWARD

This quality manual demonstrates and documents SIR LANCELLOT LOGISTICS' commitment to maintaining a high-level of quality service within a customer focused environment that operates with integrity, safety, security and fosters continual improvement.

All aspects of this manual have been approved by the leadership team at SIR LANCELLOT LOGISTICS.

The success of the entire Quality Management System (QMS) relies on the understanding, involvement and participation of all staff and leadership personnel. The leadership of SIR LANCELLOT LOGISTICS is ultimately responsible to our customers for the delivery of quality services and superior customer satisfaction. The staff is responsible for ensuring that all elements of the plan are implemented and producing high quality results through continual enhancement of internal quality objectives, audits and reporting methodologies.

2 OVERVIEW

2.1 Company Profile

SIR LANCELLOT LOGISTICS, incorporated in the State of Pennsylvania in 1986, is owned by Frankel Logistics and co-owned by Michael and Fred Frankel. The corporate office, with approximately 10,000 square feet of warehouse space, located in Essington, PA. The company uses a hybrid of company owned vehicles and owner operator vehicles to perform its multitude of services including, but not limited to critical life science deliveries, next flight out services, expedited and routed deliveries, bulk breakdown and cross docking.

.

2.2 Services

SIR LANCELLOT LOGISTICS offers Time Critical pickup and delivery of the legal, medical, government and air cargo industries. In addition, we specialize in onboard couriers, on demand messenger, dedicated fleet solutions and local logistical expertise.



3 CORPORATE STRATEGY-QUALITY POLICY

3.1 Corporate Strategy

- Operate a quality driven transportation and logistics company, while utilizing innovative customers with the highest level of time critical service.
- Excel in building a superior team through leadership and by offering opportunities for career growth and self-satisfaction.
- Leverage SIR LANCELLOT LOGISTICS strengths for the good of our customers, employees, and stakeholders.
- Achieve superior financial results while acting ethically and remaining consistent with generally accepted fair values and in conformance to all laws and regulations.
- Continually assess and seek ways to improve the quality of service we provide for our customers.

3.2 Quality Policy

Our goal at SIR LANCELLOT LOGISTICS is to build a best-in-class organization that provides the Philadelphia customer base with a well-trained, customer centric and engaged team. We are committed to quality processes and continual improvement to meet our customers' evolving expectations.

Quality Objectives

The quality objectives are specific to KPI's, which SIR LANCELLOT LOGISTICS implements or maintain as the customer's transportation management provider to ensure excellent customer service during the delivery of services. SIR LANCELLOT LOGISTICS views the quality objectives as our obligation to our customers and a necessary tool for developing and expanding our positive relationships and achieving our vision.

The quality objectives are overseen by the Quality Team. This team is responsible for promoting, monitoring, and evaluating quality related activities. SIR LANCELLOT LOGISTICS will work diligently to adhere to the quality objectives, thus enabling the company to continually focus on quality improvement.



3.3 Objectives/KPI's

SIR LANCELLOT LOGISTICS will monitor, document, and correct any nonconformance and monitor specific items including:

1. Ontime Performance
2. Controllable Errors associated with specific company and customer policies and expectations.
3. Corrective Action and Preventative Action (CAPA) counts month over month.

The quality objectives are designed to work in tandem with one another to build a strong foundation of continuous quality improvement. A strong program demands involvement and participation from all levels of the organization.

4 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

SIR LANCELLOT LOGISTICS leadership has defined business functions and their interrelations within the organization (including responsibilities and authorities) which are communicated to facilitate effective quality management. For the purpose of the QMS, SIR LANCELLOT LOGISTICS leadership is the President, Vice President of Operations and President of Sales and Marketing.

SIR LANCELLOT LOGISTICS ensures the responsibility, authority and interrelationship of personnel who manage, perform, and verify work affecting quality is defined and documented, particularly for personnel who need the organizational freedom and authority to:

- Initiate action to prevent the occurrence of any nonconformance relating to service
- Identify and record any problems relating to the service, process and QMS
- Initiate, recommend, or provide solutions through designated channels
- Verify the implementation of solutions
- Control further processing of nonconforming services until the deficiency or unsatisfactory condition has been corrected

The SIR LANCELLOT LOGISTICS organizational chart (Appendix 1) shows the organization of the company and its connectivity to SIR LANCELLOT LOGISTICS leadership.



4.1 Management Representative

SIR LANCELLOT LOGISTICS leadership has designated a Quality Manager as its management representative for the QMS. This individual, irrespective of other responsibilities, has the defined authority to:

- Ensure that the business processes of the QMS are defined
- Ensure that all requirements are established, implemented, and maintained in accordance with the Quality Manual and all subsequent control manuals, standard operating procedures, instructions, etc.
- Report to Leadership on the performance of the QMS, including any need for improvement
- Promote awareness of customer and internal requirements throughout the organization
- Function as the liaison between the departments and other third parties on matters concerning the QMS.

4.2 Quality Team

The Quality Team provides educated and experienced perspectives on all aspects of the services provided by SIR LANCELLOT LOGISTICS. The goal of this team is to identify improvement opportunities and to work closely with leadership to achieve these goals. The team must demonstrate by example that continuous improvement is the norm and demonstrate support of quality improvement goals.

The team's focus is all-encompassing — operational issues, customer service goals, software improvements, telephony system evaluations, etc. Assessing all levels of services provided and identifying areas needing improvement are just some of the responsibilities. This team analyzes and interprets reports, audit results and other data collected within the operation to determine where opportunities for improvement reside and what actions are required to improve.

The Quality Team can request and aid in a variety of day-to-day activities; however, the team possesses no disciplinary power and cannot make any personnel decisions regarding disciplinary actions. The team reports directly to the Leadership Team. The team meets monthly to review operational performance, quality related initiatives and to provide oversight and guidance to SIR LANCELLOT LOGISTICS staff involved with training, quality assurance and network operations. The team understands that it must maintain the cohesive bond and energy that exists between the company's Managers, CSR's, Dispatcher's, corporate office personnel, network transportation providers and the SIR LANCELLOT LOGISTICS leadership team.



5 MANAGEMENT REVIEW MEETING

SIR LANCELOT LOGISTICS will review the QMS quarterly to ensure its continuing suitability, adequacy, and effectiveness. The review evaluates the need for changes to the organization's QMS, including its quality policy and quality objectives.

Inputs to management review include but are not limited to current performance and improvement opportunities related to the following:

- Results of audits
- Customer feedback
- Quality objectives/KPI's
- Status of preventive and corrective actions
- Follow-up actions from earlier management reviews
- Operational changes that could affect the QMS
- Recommendations for improvement of the system

The outputs from the management review include, but are not limited to decisions and actions related to:

- Improvement of the QMS and its processes
- Improvement of service to the customer
- Closure of open items

Results of the management review meetings are recorded and maintained on file.

6 DOCUMENTATION REQUIREMENTS

6.1 Control of Documents

SIR LANCELOT LOGISTICS's policy is to ensure all parties are utilizing the most current document and that a printed copy is considered uncontrolled. The Quality Manager will approve all revisions, and each initial document must be reviewed and approved by senior management.



6.2 Control of Records

SIR LANCELLOT LOGISTICS will safely and securely store program records for 3 years (unless otherwise required). Records consist of any executed document with a document ID or is considered controlled. These include audits, CAPAs, objective evidence, training, etc. At the end of the record lifecycle, customer records will be dispositioned as appropriate.

7 RESOURCE MANAGEMENT

7.1 Provision of Resources

SIR LANCELLOT LOGISTICS will provide appropriate resources to ensure quality is maintained at a compliant level. Management is committed to continuing improvement.

7.2 Competence, Awareness and Training

Competency – SIR LANCELLOT LOGISTICS’s policy is to hire according to our job descriptions and the candidate’s capabilities will meet or exceed what is required.

Awareness – SIR LANCELLOT LOGISTICS will ensure to make all affected parties aware of policy changes that apply.

Training – SIR LANCELLOT LOGISTICS will train all parties on all policies that each position requires. Initial and recurrent training will occur as needed but not less than once every two years.

8 CUSTOMER RELATED PROCESSES

8.1 Determination and Review of Customer Requirements

SIR LANCELLOT LOGISTICS will document and maintain clear expectations of each customer.



8.2 Customer Communication and Feedback

SIR LANCELLOT LOGISTICS will provide customers with the ability to provide feedback through Quarterly Business Review (QBR's)..

9 PURCHASING

9.1 Selection, Evaluation and Approval of Suppliers

SIR LANCELLOT LOGISTICS will proceed as described:

- Establish concise criteria to select business partners
- Document decision to approve
- Perform annual reviews – electronically, or in person
- Include findings in Management Review Meeting

10 MEASUREMENT, ANALYSIS, AND IMPROVEMENT

10.1 Customer Satisfaction

It is SIR LANCELLOT LOGISTICS's policy to continually achieve perfect customer satisfaction through proper training and execution of service on an ongoing basis.

10.2 Self-Inspections/Internal Audits

SIR LANCELLOT LOGISTICS will ensure all policies and processes are being adhered to, followed up on and documented properly through internal and/or external audits.

10.3 Improvement

Providing quality service is the responsibility of ALL employees of SIR LANCELLOT LOGISTICS that interact with our customers, vendors, and transportation network providers.

10.3.1 Corrective and Preventative Action (CAPA) Process

SIR LANCELLOT LOGISTICS will institute corrective action to address any error/problem reported by the customer in real time. Corrective actions will be focused on root cause analysis and preventing reoccurrence.



11 CORE PROCESSES

The business units noted below will be where the Quality Team concentrates.

11.1 Operations

Our core MISSION cannot exist without solid operations. The SIR LANCELLOT LOGISTICS operations team will regularly follow prescribed methodologies as detailed in their OJT sessions.

Methodologies are built around, but are not limited to:

- Shipment Life Cycle
- Customer Interactions and Expectations
- Post-Delivery Follow-up
- Cost Management
- Error Resolution
- Adherence to Critical Standards
- Office, Facilities, Workspace, and Environment

11.2 Safety, Security, and Regulatory Compliance

It is our obligation and practice to operate with safety, security, and regulatory compliance in all we do.

Elements include but are not limited to:

- Customer security through vetting procedures on employees and service providers
- Federal and Local Agency Compliance
- Chain of Custody
- Emergency/Disaster Response
- Dangerous Goods Compliance
- Financial Controls and Vendor Compliance



11.3 Quality Team

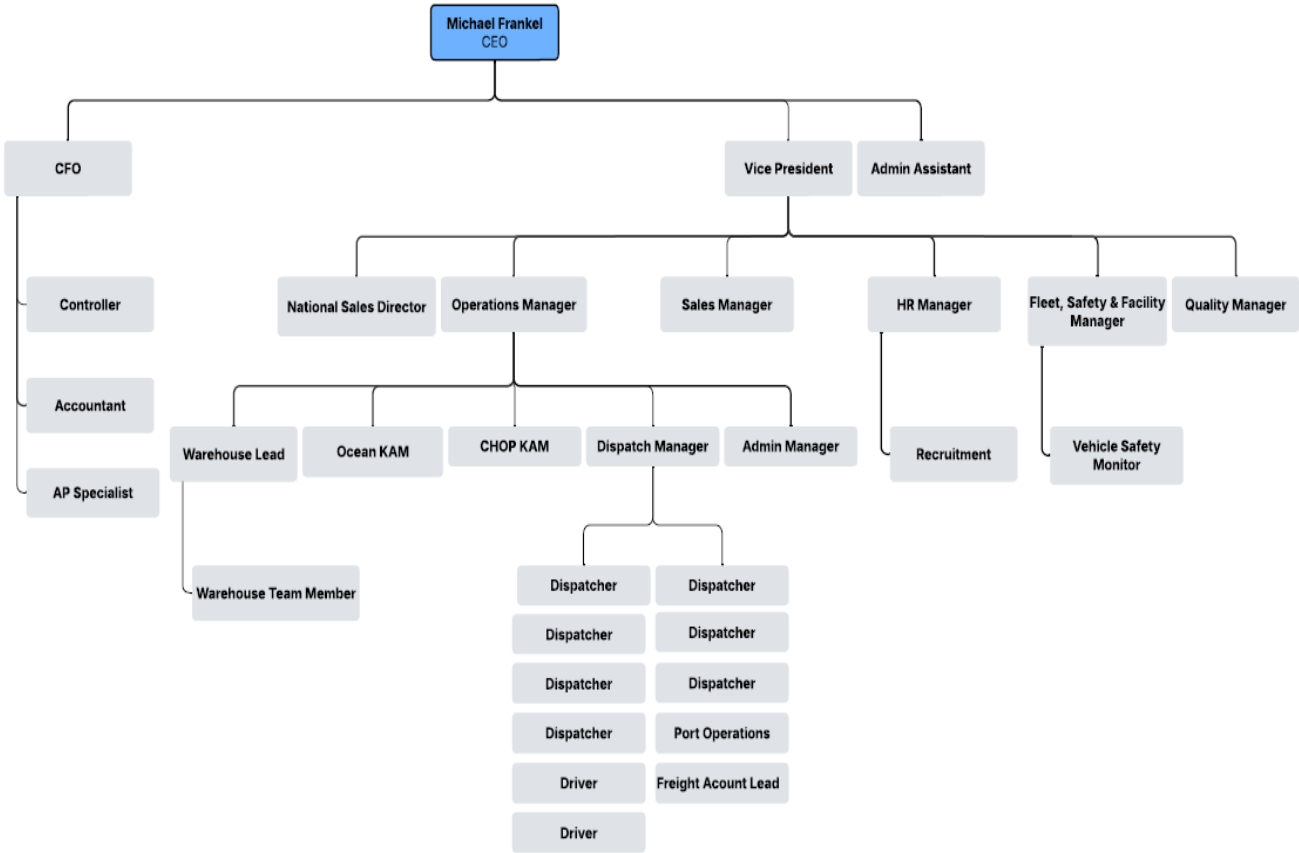
Maintaining the broad scope of the QMS is the relevant reasoning to document all controllable items. The Quality Team links the customer experience to the company. SIR LANCELLOT LOGISTICS will regularly follow prescribed methodologies as detailed in the Quality Manual and be subject to periodic reviews by SIR LANCELLOT LOGISTICS' leadership.

This corresponds to, but is not limited to:

- Document Management
- Control of Records
- Customer Feedback
- CAPAs
- Development and Monitoring of KPI's
- Internal / External Audits and Inspections



Appendix 1 – Organization Chart





REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	14 JUN 2023		
1.1	Organization Chart Updated	06 JUL 2023		
1.1	The table of contents has an error in the numbering. It was updated	23 JAN 2024		
1.2	Company name and logo updated	19 JUN 2024		
1.3	Organization Chart Updated	22 NOV 2024		
1.4	Organization Chart Updated	15 JUL 2025		
1.5	Organization Chart Updated	12 SEP 2025	Signed by: Bill Maloney CBEB27BD055749B...	DocuSigned by: Michael P. Pirok C8B1B42A14E14E4...