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Superior Customer Service

At TMI, we strive to exceed customer service expectations through continued quality practices and improvements.

Our Commitment to Superior Customer Service

Kim Cantrell, Huntsville, AL

In any service industry, having a strict commitment to outstanding quality and customer service leads to success.

As TMI President Mike Floyd states, “...without satisfied customers, we will be the best cal lab that went out of business”. TMI’s superb record of such a commitment has set us apart from other calibration providers. Each employee at TMI is dedicated to the quality standard set forth by TMI’s founders, Mike and Wendy Floyd.

To help implement and monitor the high quality standards, TMI has a dedicated and experienced quality staff. Quality Manager Scott Chamberlain focuses on standardizing processes through corporate procedures and the increasing reliance on TMI’s Calibration Software System. Scott also performs Quality audits at various TMI facilities as well as the corporate Internal Quality audit of the overall Quality system. TMI has an internal open-door policy that helps to ensure a collaborative environment that encourages feedback and growth opportunities. Branch Managers work closely with Scott for all customer service issues and needs.

Open methods of communication are further extended to TMI’s customers. When contacting any TMI facility, you will always reach a person rather than an automated system. Whether you need to speak with a technician or the owner of the company, your personal correspondence is valued. Customers are also encouraged to stop by anytime to tour our facility or speak with management. No appointment is needed. TMI utilizes all customer feedback in order to improve our services and expand our capabilities. Your needs are always considered and respected.

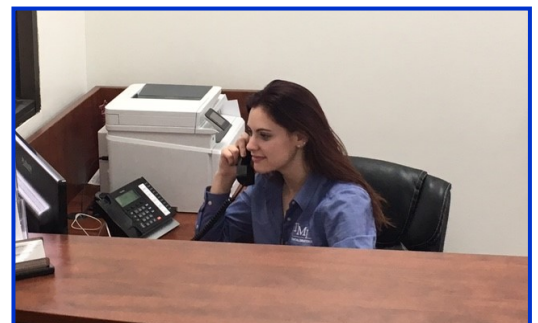
Customers are encouraged to work with the local Account Manager to define any areas of improvement. Customer surveys are periodically sent

out by TMI and are important tools for our ongoing goal of complete customer service satisfaction. TMI’s survey can be completed anytime by visiting the feedback page of our website at:

http://www.tmicalibration.com/Customer_Satisfaction_Survey_Form_Rev_6.pdf

Our customer surveys play a significant role in the TMI quality system. Each survey is reviewed by the Quality Manager and Vice President. All customer comments are reviewed for possible corrective actions or process improvements. The customer surveys are used by Quality to make sure TMI is providing the best possible customer service in the industry.

TMI’s motto is “if we cannot provide a calibration service for you, we will do our best to help you find someone who can”. This philosophy solidifies our dedication to being a “one-stop shop” for calibration and test equipment needs. Customer feedback has also been the basis for improved capabilities and additional services such as: on-site services, online asset tracking, service notifications and test equipment sales. At TMI, we strive to exceed customer service expectations through continued quality practices and improvements. Our commitment is to provide you the best service possible with quality in the forefront at a competitive price.



Kayla Rippon, Rockford IL

Our Completed Transition to ANAB

Scott Chamberlain, Quality Manager



ANAB ACCREDITED

TMI and ANAB have teamed up to provide our customers the most calibration options available at the highest level of customer service on the market.

TMI is excited to announce that our transition from American Association for Laboratory Accreditation (A2LA) to ANSI-ASQ National Accreditation Board (ANAB) is complete. ANAB has accredited all TMI calibration labs to ISO/IEC 17025:2005. They have also certified us to ANSI/NCSL Z540-1-1994 and ANSI/NCSL Z540.3-2006.

A2LA and ANAB are both accredited for performing ISO/IEC 17025:2005 accreditation audits by International Laboratory Accreditation Cooperation (ILAC). ILAC is the international organization for accreditation bodies operating in accordance with ISO/IEC 17011 and involved in the accreditation of conformity assessment bodies including calibration laboratories (using ISO/IEC 17025).

Accreditation bodies around the world, which have been evaluated by peers as competent, have signed an arrangement that enhances the acceptance of products and services

across national borders. The purpose of this arrangement, the ILAC Mutual Recognition Arrangement (MRA), (often referred to as the ILAC Arrangement) is to create an international framework to support international trade through the removal of technical barriers. The ILAC MRA provides significant technical underpinning to the calibration results of the accredited conformity assessment bodies and in turn delivers confidence in the acceptance of results. The accreditation bodies that are signatories to the ILAC MRA for the relevant accreditation activities will accept the results of each other's accredited laboratories and inspection bodies. Both A2LA and ANAB are signatories to the ILAC MRA and are considered equal in the eyes of ILAC.

TMI and ANAB have teamed up to provide our customers the most calibration options available at the highest level of customer service on the market.



New Equipment Sales

- Added Savings from Reduced Calibration Costs
- Shorter Delivery Schedules...you get it quicker...less down time
- Electronic Calibration Certificates and Data
- TMI is your single source to Buy, Calibrate and Track your assets

Mitutoyo America GW INSTEK
Simply Reliable

Additel Starrett®

Contact Brian Floyd
Neworders@tmicalibration.com or 813-978-3054

Exciting Changes in Rockford, IL

Brian Shimp, Rockford, IL

In continuing with our dedication to customer service and ensuring TMI can meet our customer's needs, we are pleased to announce the expansion of our Rockford, IL laboratory.

Since 2014 when our Rockford location opened we have experienced exponential growth each year. This addition will provide us with over double the space of our current laboratory. Along with the expansion we have added new calibration standards which will increase our already vast capabilities. Our expanded laboratory will be fully functional by early spring of this year.

With this expansion we have added more calibration technicians to help maintain TMI's dedication to quality and customer service.

In addition to adding more technicians and capabilities, and focusing on our commitment of promoting from within our company, TMI is pleased to announce the promotion of Chase LoVette from Lab Supervisor to our new Branch Manager of our Rockford Laboratory.

Chase joined the Marine Corps in July of 2007. During his time in the Marines, he received PMEL (Precision Metrology Equipment Laboratory) Training and was based at Marine Corps Air Station New River in North Carolina. While based at MCAS New River, Chase worked on all types of physical, dimensional, electronic and RF measurements.

In 2012 Chase was honorably discharged from the Marine Corps and he became a calibration technician for a company in upstate New York while he attended Monroe Community College. In 2014 Chase moved to Rockford to take an opportunity to work for TMI.

Chase has been married to his high school sweetheart, Katie for 8 years. Together they have 2 children; Enzo who is 6, and Cayd who is 4.

With Chase's dedication to quality and customer service, our Rockford Lab will continue to meet the needs of our customers.



Chase LoVette, Branch Manager

Expansion in Rockford, IL

Along with the expansion we have added new calibration standards which will increase our already vast capabilities.



construction progress of our laboratory expansion, more photos to come once the construction is complete