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TMI Has the BEST Customers!!

Debi Lenczyk, TMI Melbourne/Tampa Account Manager

TMI has the best customers!! We asked and you responded!

On May 12, 2017, we held our annual Management Review with 100% participation from our upper management and all TMI Lab Managers and Account Managers from across the country. It was a great 2 days filled with hard work, team building and individual presentations; which concluded with a fun get together at CEO and President Wendy and Mike Floyd's home.

As part of the Management Review requirements, Customer Satisfaction and Customer Feedback is measured and very important to TMI. We asked our customers to please complete our Customer Satisfaction Survey and you did!! We received numerous "atta boys"; "keep up the good work"; "we are a customer for life" and even some suggestions for what customers would like to see in the future.

Everyone at TMI thanks you for taking the time to let us know how we are doing!

An Open Door

Mike Floyd, Sr., President

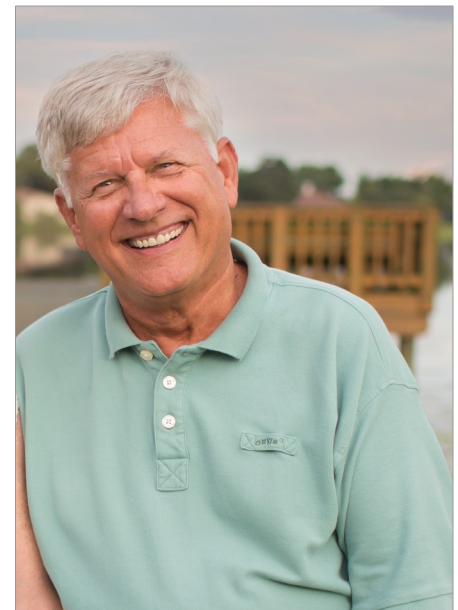
TMI Calibration has an open door policy for its customers; meaning you're welcome and encouraged to stop by any of our facilities at any time without an appointment to see exactly what we do.

We are extremely proud of the work we do and our employees who do it. We make every effort to do the best work possible and fully document every step in the process. If you ever have a question about how a calibration or repair was done we will gladly show you the process we employed and answer any questions you might have.

Even if you don't have a question or concern we would still love to have any of our customers drop by and see all of the items we can calibrate and how we do it. You'll find it very interesting.

An Open Door

"We are extremely proud of the work we do and our employees who do it."



TMI Continues to Expand Service Offerings

Gary Lindom, National Accounts Manager



TMI is already known as a world class provider of test equipment calibration and repair services. At TMI we constantly look for ways to provide additional services for our customers while also working to improve our processes and procedures which allows us to provide the best possible service solutions to our customers. By providing multiple services and improving the processes and procedures we make it possible for our customers to use a single vendor which provides improved consistency, communication and quality for their operation while reducing costs.

As a Value Added Service for our customers TMI has added a New Equipment Sales department. Through our distributorships and vendor relationships we represent many of the brands of test and measurement equipment that our customers already use. This will make it more cost effective through our discounted pricing while minimizing the order placement and delivery schedule times. This also allows you to use a single vendor for both the acquisition process and the calibration/repair services which reduces costs and gets the equipment in the hands of the user sooner.

We have also added Clean Room, Fume Hood and Safety Cabinet certifications to our service offerings. Again, this allows our customers to minimize their vendor pool while reducing costs incurred from specialty service providers.

TMI is also adding more services in order to provide single source solutions to our customers that require additional support. These embedded services can range from one technician providing onsite calibration services one day a week to however many technicians that may be required to perform additional support functions. These services are scalable to each customer's unique requirements and can be adjusted to comply with changes driven by changing market conditions.

The additional service offerings that we are offering are:

- Inventory/Crib Management
- Receiving Inspection
- First Article Inspections
- Test Equipment Asset Management
- Full Life Cycle Support for Test and Measurement Equipment
- Tool & Gauge Inventory Management
- Tool & Gauge Repair
- Preventative Maintenance Programs
- Supplemental Maintenance/Production Services for Peak Periods
- Quality Program Audits



TMI can customize a Quality Program that could include any combination of the above services to create a cost effective quality solution to our customers. These services will allow our customers to standardize their processes and procedures while reducing costs and improving efficiencies.

TMI Chicago (Rockford) Open House

Brian Shimp, TMI Chicago Account Manager

In keeping with our open door policy, TMI Chicago (Rockford) will be hosting an open house on Friday, August 11th from 10:00am to 3:00pm. Located at 3248 Forest View Road Rockford, IL 61109. Stop in at your convenience and tour our newly expanded and remodeled Laboratory. Meet our Calibration Technicians as well as our TMI Management team. In addition, Wendy Floyd, CEO and Mike Floyd Sr., President will also be here to meet and thank our customers. Please come by and enjoy light refreshments and get to know your local TMI Team. We look forward to seeing you!



Armin Ahmetovic, Calibration Technician TMI Chicago (Rockford)



TMI Chicago (Rockford) 3248 Forest View Road Rockford, IL 61109

New Equipment Promotion!

Right now **Mitutoyo** is offering 10% off most equipment and TMI is adding an **ADDITIONAL 10% OFF!!** This sale is good through June 30th.

For Details contact your local TMI rep or Brian Floyd at

Neworders@TMIcalibration.com

BRIAN FLOYD

New Equipment Sales Mgr.

neworders@tmicalibration.com

813-978-3054

