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Continuous Improvement

"So at TMI continuous improvement means we constantly work towards improving our processes and capabilities to be the best calibration laboratory we can be."

Customer Service at TMI

Brad Coley, Norcross, GA

At Technical Maintenance, Inc., we strive to provide the best customer service in the industry. Any customer can reach out to any employee at TMI whenever necessary. We have an open door policy at all of our locations. Every full service lab is staffed with an account manager and an operations manager that can help with any questions or if they can't answer your question they will put you in touch with someone who can.

We offer surveys annually, and we send our newsletters out quarterly to keep you informed about issues that TMI feels are important. Both of these are also available on our website. With this feedback from you, our customers, we have also found areas where we can improve and grow year after year in a very competitive market. From these surveys we have added or modified our capabilities, processes and procedures. These surveys have also helped us to add or extend our free pickup and delivery routes. All customer feedback is evaluated at TMI's corporate meeting every year. We truly appreciate all customer feedback and are thankful for your input.

Customer service is one thing I personally value and take pride in. When I was first hired at TMI, I was straight out of college, and I really did not know much about the calibration world. I was sitting in Mike Floyd's (TMI President) office going over some ideas and I can still clearly remember his words to me. He said "Brad, one of the most important things to remember on your sales journey in the calibration services industry, "Treat each one of your customer's equipment like you treat your car when you are on the road doing sales."



Brad Coley and Family

Continuous Improvement

Mike Floyd, Sr., President

Continuous improvement.

You see that phrase in our mission statement and probably in the mission statement of a lot of service companies but what does it really mean at TMI.

Our goal is to diligently work toward providing the best service to our customers that we can, both technically and in customer service. We address customer service in the most basic

method; if the phone rings a TMI employee answers it and is polite and helpful. They direct your call to the proper person to answer your question or request. If that person doesn't have the answer they will find it and call you back within one day. Then we follow up to make sure we did what we promised. We want your call to TMI to be a good experience not one you dread making. We handle emails and requests through our web-site the same way.

On the technical side it's a lot more involved. First we make sure we maintain our calibration equipment so we have the accuracies and traceability listed on our Scopes of Accreditation. Our calibration procedures are reviewed to insure they are the correct procedure to get an accurate and complete calibration of your equipment. Our technicians receive training on a regular basis so they understand what they are doing and why. Quality checks are done throughout the entire process.

We are constantly updating our calibration equipment as technology and accuracies improve. When we add more accurate standards our procedures are updated to use those standards. Automated calibration procedures are used wherever possible. The use of verified automated procedures reduces the possibility of human error especially in the recording of the data taken.

For a good number of our customers we're responsible for



the calibration of every piece of test equipment they have. This means we have to subcontract items we can't do ourselves, usually back to the OEM. On a regular basis these items are reviewed to see which one can be done in-house with the purchase of new calibration equipment and obtaining the correct calibration procedures. Once it makes economic and technical sense to do so we add that capability to one or more of our labs. There will always be some items that only can be done by the OEM but we constantly strive to add to the ones we can do ourselves. Since we have multiple labs we also look at where it makes sense to have specialized capabilities at more than one of our labs.

So at TMI continuous improvement means we constantly work towards improving our processes and capabilities to be the best calibration laboratory we can be.

New Capabilities at TMI

Jill Hammond, Hilliard, OH



Armando Pineda, Rockford, IL

TMI now has eight full-service branches and we strive to continually improve our processes. Each lab has tailored their capabilities to satisfy the market segments being supported in their respective regions. As requirements change or new demands are identified in each region then appropriate standards and capabilities will be added. We are increasing our automation capabilities exponentially to minimize clerical errors, increase productivity and keep our calibration prices competitive.

The Norcross lab purchased a new Vaisala M170/HP77B Temperature/humidity probe that is designed to calibrate chambers. They also added a Ross VD60 divider to calibrate high voltage output up to 60,000 volts, previous upper range was 40,000 volts.

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New Capabilities cont'd from pg. 2

The Tampa lab received a new set of Gooch & Housego white and UV light standards to broaden their range, plus a new Omega wind tunnel which triples their range from 2500 fpm to 9000 fpm. Also added is a Modal Shop vibration standard accredited to 17025 for calibrating accelerometers as well as upgraded their capability to calibrate pressure gauges to 40,000 psi. Upgrading their AC/DC Current capabilities, Tampa acquired a Fluke 52120A which allows them to generate up to 100 amps DC and 120 amps AC.



Chase LoVette, Rockford, IL

New Capabilities at TMI

"We are increasing our automation capabilities exponentially to minimize clerical errors, increase productivity and keep our calibration prices competitive"

For life science customers, our Rockford lab added a MetOne Laser Particle counter for clean room and HEPA filter certification. They obtained an Ashcroft ATE-2 handheld calibrator with an 0-0.25 inH₂O and a 0-2 inH₂O module to perform high accuracy lower range manometer calibrations (especially clean room differential pressure gages/manometers). Also redundancies were added to prevent delays, such as the CDI Suretest

Torque calibration system, including a 600 ft-lb loader and 5 transducers from 4 in-oz to 600 ft-lbs. For those in manufacturing areas, we added a Mitutoyo PH-3515 Optical comparator with QM-Data200 data processing system which allows more test fixture calibrations, radius gages, and gear calibrations to name a few. Useful for our communications customers, we acquired a thermistor mount for high accuracy power flatness measurements and 50 MHz power reference calibrations.

The Fort Lauderdale lab added a Modal Accelerometer Calibrator, PCB 9110D, along with a Fluke 5720A multifunction calibrator with Amplifier which enhances in the ac voltage, ac current, and dc current functions. Their new Aerosol Photometer is an ATI 2i and will update cleanroom services.

The Madison Lab has expanded their signal generator capability to measure up to 50Ghz with the Agilent MMR measurement system.

The Hilliard's lab increased capabilities to include a new Modal Shop 9100D accelerometer calibrator along with an Additel 10,000psi calibrator, and for anemometer calibrations a wind tunnel. Class 1 weights were added for higher precision balance scales.

We realize every company has different needs and if a lab cannot accommodate a particular calibration process we will send it to another lab in the TMI network that has the capability to support that equipment.

Each one of TMI's customers will benefit from these additional capabilities including Aviation, Manufacturing, Life Science and Automotive. We welcome any suggestions or recommendations for future service expansions.

TMI Chicago (Rockford) Open House

Brian Shimp, Rockford, IL

Our Rockford Branch has proven to be a great location for expanding our national footprint while allowing us to increase our visibility and service to our customers in the Midwest.

In February of this year we completed the expansion of our Rockford laboratory. We have added additional qualified Calibration Technicians and more standards to increase our capabilities. This has allowed us to improve our goal of being the single point of contact for your calibration needs.

With all of these exciting changes we hosted our first Open House and invited our customers to come see how we perform and execute our day to day operations. From all of us at TMI we thank you for attending and making our open house a success! Without you we would not exist and we are truly thankful to earn your trust and business every day.

If you were not able to attend our open house please remember at TMI we have an open door policy. We encourage and welcome you to stop by and tour, audit, or simply sit with our technician's to see how the calibrations are performed on your equipment.



Trade Shows

Debi Lenczyk, Tampa & Melbourne, FL



Chris Johnson, Hartford, CT

TMI is proud to be an active member and participant in many local, regional and national tradeshow. In 2017 alone, our sales teams have been part of Regional and National N.C.S.L.I. conferences; Regional ASQ meetings and conferences; the National NEBB conference; and Regional NEBB shows around the country. We enjoy seeing many of our customers at these events as well as the opportunity these shows provide in sharing our information and capabilities to potentially new customers. It's a great way to show off our company to a large number of conference attendees.

With the 2nd half of 2017 upon us, we hope you are able to stop in and see us at the following shows:

- Southern Automotive Conference – Birmingham, AL. Oct. 4th-6th
- Advanced Manufacturing Technology Show – Dayton, OH. Oct. 18th-19th
- NASA Kennedy Space Center Business Expo 2017 – Port Canaveral, FL. Oct. 24th
- Chicago Quality Show - Rosemont, IL Oct. 24th-26th
- MEBB Show - Myrtle Beach, SC Sept. Oct. 23rd-24th

If you are attending any of these shows, please come by and say “hi”!

If you missed us at any of these trade shows you are always welcome to stop by any of our facilities at any time for a tour.

New Equipment Sales

At TMI we are proud to be a distributor for top brands of new test equipment such as Additel and Mitutoyo. Now through November we are offering discounts on select brands, including **FREE CALIBRATION** on select items. Contact Brian Floyd for ALL current specials.

Additels New Line of Handheld Pressure Calibrators for Differential/Gage Pressure and Additels Digital Pressure Gages are now on sale at TMI!
Receive 15% off plus FREE CALIBRATION!

NEW



World's First Handheld Automatic Pressure Calibrator

Additel 760-LLP

NEW



World's First Handheld Automatic Pressure Calibrator

Additel 760-D

NEW



World's First Handheld Automatic Pressure Calibrator

Additel 760-MA

MITUTOYO's full line of LH and QM Height Gages are also on sale! Now through November receive 15% off and FREE CALIBRATION!

Contact Brian Floyd for pricing and availability!

BRIAN FLOYD

New Equipment Sales Mgr.

neworders@tmicalibration.com

813-978-3054



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