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Making Business Work

Nikki Slone

The United States has experienced devastating trials in the last few months due to the COVID-19 pandemic; home schooling children, closed child care facilities, working remotely, furloughs, job loss, business closures and the loss of loved ones – just to name a few. How will we recover from widespread quarantine to some semblance of normalcy? How will our families and businesses adjust? While each family and business have different recovery plans TMI has remained opened and identified as an Essential Critical Infrastructure company. We have listened to the needs of our customers and have worked with them to ensure their calibration needs are being met.

All of our labs are still performing onsite for our customers. While we are onsite we are adhering to any protocols our customers put in place but at a minimum TMI employees are maintaining six feet social distancing; wearing masks, gloves and sometimes face shields. Technicians are disinfecting our equipment before entering your premise and taking extra precautions to limit any chance of contaminating yours. We are ensuring any personnel who are not feeling well are not going to any customer facility.

While several customers have had a “No Visitor Policy” in place, we have scheduled additional pick up and deliveries so we can continue calibrating your equipment. Our drivers are also wearing gloves and masks while performing their driving duties. When we receive customer equipment we have protocols set up in our labs so all equipment is placed in quarantine for a few hours and then disinfected to limit exposure.

We also have customers that are working remotely or their facility is temporarily closed and unable to maintain their calibration program at all. When these customers return to their workplace TMI will be ready to assist you. We will be able to schedule onsite and pick up and deliveries. We can offer onsite after normal business hours or weekends to help facilitate getting their calibration program back on track.

As we continue returning to the workplace we will continue to monitor all safety and material handling processes. Current precautions will likely remain in place such as frequent disinfectant cleaning and avoiding unnecessary crowding and physical contact and ensure local, state and federal compliance is being met.

TMI is committed to the health and safety of our employees as well as our customers as we remain open. We will continue communicating with our staff and your company as well as we move forward from this pandemic. We appreciate your continued business and hope you are each safe and well!



New Capabilities

Donald Ruckh & Brian Shimp

In an ongoing effort to expand our capabilities and provide increased support to our customers, TMI has purchased four new mass comparators with master mass sets. This new capability is being added to our Scope of Accreditation and will be accredited to ISO/IEC 17025 by ANAB. We have redesigned the Cold Room Laboratory in our Hilliard, Ohio facility to provide a stable environment for your mass calibrations in order to provide a high level of accuracy. Our Mass Laboratory now includes marble anti-vibration tables and environmental monitoring to ensure stable air pressure, temperature, and humidity. We have also added an area for the cleaning of your equipment in order to provide the appropriate before and after data.



New Mass Standards

Weight Class Capability:

ASTM Class 1, 2, 3, 4, 5, 6, 7, F
OIML Class E2, F1, F2, M1, M2, M3

Mass Range Capability:

Metric from 1 milligram up to 25 kilograms.
Avoirdupois from 0.001 pounds up to 50 pounds.

NEW CAPABILITIES

TMI has purchased four new mass comparators with master mass sets. This new capability is being added to our Scope of Accreditation and will be accredited to ISO/IEC 17025 by ANAB

In addition to our new mass comparators, TMI has added the Surfetest SV-3200 Series 178 -Surface Roughness Tester as well as the Modal Shop 9350C Calibration Workstation. Both of these units are at our Rockford, IL laboratory.

Mitutoyo's Surfetest SV-3200 Series provides high-accuracy, high-level analysis and multi-functionality in three dimensional analysis and measurement of fine contour, as well as the conventional type surface roughness measurement

With our new Modal Shop 9350C Calibration Workstation, we can perform NIST traceable calibrations on microphones, preamplifiers, preamplifier conformances and sound sources from 20-100,000 Hz. Contact your local Account Manager for more details on all of our capabilities.

<https://www.tmicalibration.com/locations/>



Surface Roughness Tester



Modal Shop 9350C Calibration Workstation

Wally Gynn Appointed New Branch Manager in Tampa, FL

Kim Cantrell

New Branch Manager

Wally Gynn started his career with TMI in 2002. Through the years Wally has worked in every department within TMI to learn every aspect of the calibration business.

A longtime member of the TMI family, Wally Gynn, has recently been promoted to Branch Manager at our TMI Temple Terrace Calibration Lab.

Prior to coming to TMI, Wally had experience in sales, management, and customer service. Wally Gynn started his career with TMI in 2002. Through the years Wally has worked in every department within TMI to learn every aspect of the calibration business. During that process Wally has learned the TMI way of doing business which is to provide the highest quality of service at a fair price to each and every customer which often means customizing a service to meet each customer's unique requirements. Wally's many years of commitment and dedication earned him the position of lab supervisor in 2018. With Wally's experience learning every aspect of the calibration lab operations he has proven himself a valuable member of the TMI team which made him the obvious choice for the Branch Manager position in 2019.



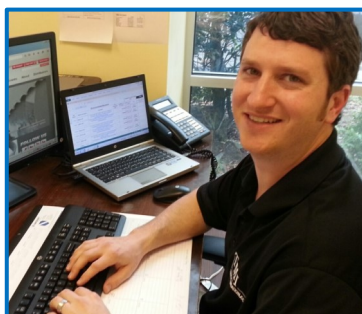
Wally's goal at TMI is to build the best team of people while placing them in the best position to excel. He is proud of his long career at TMI as well as the quality service provided by a family-owned business. From day one, Wally has appreciated the small family feeling at TMI as well as the principles and passion instilled by Mike, Wendy and Michael Floyd. "The Floyd family truly cares about all of the employees and should be proud of the business they started".

Wally recognizes and values the relationships he has built with his fellow colleagues at TMI. Wally's goal is to place each technician in the best possible position to be successful. He further acknowledges the number of long-term employees at TMI which reflects a stable and positive workplace. It is also a direct reflection of the morale and expectations set forth by the Floyds. Wally considers it a privilege to work for such a company and works diligently to reinforce those values daily.

When not busy in the lab, Wally enjoys spending time with his wife of 17 years (Allison) and daughters Rachel (14) and Madelyn (10). Whether it's hanging out on the beach, boating, fishing, or taking their Mustang to car shows, they take full advantage of living the Florida lifestyle.

New Equipment Sales

Brian Floyd & Brian Shimp



Brian Floyd, New Equipment Sales Manager

TMI continues to offer a full line products to meet your inspection and quality requirements. Our New Equipment Sales Manager, Brian Floyd is dedicated to competitive pricing, fast quoting, and above all superior customer service. When purchasing from TMI, your assets will be ordered, tracked, calibrated and delivered to you quickly, and efficiently.

Many of our customers' request that when an item fails calibration, we provide a repair by replacement quote right away for their consideration. If they choose to purchase the replacement item, the order is sent to the supplier right away. This process has proven to save our customers time, money, and reduce down time of not having the gaging they need. Contact your local account manager or Brian Floyd, neworders@tmicalibration.com to learn more.

Updating Accounting Contacts

Gary Lindom

TMI is continually trying to improve our processes and procedures for all aspects of our business from order placement, to transportation of customer test equipment, to calibration services and finally the invoicing process. The ultimate goal is to make the entire process of working with TMI as easy as possible.

To accomplish that, TMI Account Managers and Accounting personnel will be reaching out to our customer contacts in purchasing and accounts payable to make sure we have the correct contact information. In today's business climate we see people changing positions and we see some of our customers changing their accounting processes so we will try to stay as current as possible. Typically our customers contact us when there is a change but at times that contact is delayed so we are making every effort to stay in touch. We don't want the purchase order placement and invoice processing to cause any business delays.

If you find that the routing process for the placement of a Purchase Order or the routing of an invoice is not working for your company please contact your local Account Manager or your TMI accounting contact to discuss any possible changes that could make the process work more smoothly.

TMI values our customers and we appreciate your business so we will continue to everything possible to earn your business.

Updating Accounting Contacts

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CAREER OPPORTUNITIES AT TMI

Michael Floyd

As TMI continues to experience tremendous growth throughout our company we are adding new labs to our network and placing new OTS Operations in customer facilities. In addition, many of our labs are experiencing tremendous growth also so TMI is looking for additional employees at many of our current locations. There are openings for all levels of calibration technician, PMEL experience is a plus. Advancement opportunities are also available at many of our locations. We need qualified Branch Managers, Lab Supervisors, and Lead Technicians. There are also openings for administrative people and delivery drivers at some locations. TMI offers a very competitive benefits package which includes industry leading medical, dental and insurance packages which includes a 401K matching program. Salaries are very competitive based on experience and there are many opportunities for fast track advancement within the company. Relocation packages are available for the right people. There currently are openings in our Iowa, Indiana, Illinois, Ohio, Connecticut, Alabama, Florida, Georgia and New York. Please forward your resume to Michael Floyd at michael.floyd@tmicalibration.com or you may visit our website www.tmicalibration.com/careers/ and reply through the career tab.



TMI Service Options

We understand that not all organizations have the same needs when it comes to calibrations and certifications. This is why TMI offers many service solutions.

TMI Service Options

David Arevalo

At TMI, we provide our customers with a comprehensive solution to their various calibration and certification needs, with top shelf Customer Service, at a fair price. With our customer centric focus, we are committed to providing a customizable solution to meet the challenges that face our valued business partners.

Lab Work

With Nine Full Service labs across the U.S., TMI offers free pickups and deliveries to our local labs. For the route schedule at your local Lab, see the Lab Locator tool at <https://www.tmicalibration.com/locations/> and contact your local Account Manager. Please feel free to reach out and we will get you added to the schedule.

If TMI is not in your area yet, contact your closest Account Manager. We can accommodate shipping and receiving of equipment, and you will still be treated by our amazing customer service and quick turn arounds.

On-Site Work

With the challenges that come from an ever increasing demand to raise productivity and improve efficiency, many organizations simply do not have the luxury to have equipment taken off-site. We can schedule our technicians to bring the proper standards and equipment to calibrate and certify your equipment, at your location. Our technicians are trained to be flexible to meet the specific requirements and procedures required at your facility.

Whether you have equipment that has to be done “in place”, or you cannot afford to have equipment out of your facility, schedule an onsite with TMI today.

Onsite Technical Services (OTS)

Our most comprehensive solution to your calibration and certification needs is our OTS program. This program places a TMI Program inside of your facility. We can include standards, a calibration recall and asset management database, and full time technicians to meet your specific needs.

With our OTS solution we provide our customers with a unique cost effective solution that is customized to satisfy each customer’s unique requirements. If you have had issues balancing manpower, the cost of calibration standards, and demanding calibration/certification requirements, reach out to your local Account Manager and find out if an OTS program is right for you. The OTS solution is a very cost effective option that will typically reduce the cost of your calibration budget while improving the efficiency of your calibration program.

We understand that not all organizations have the same needs when it comes to calibrations and certifications. This is why TMI offers many service solutions, and can customize a program that may include any or all of the above solutions as required.

