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## Gary Lindom Announces Retirement

Brian Shimp

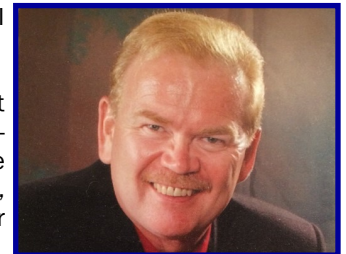
TMI's National Sales Manger, Gary Lindom, announced his plans to retire earlier this year. Gary's last day is March 31st. Gary has been an integral part of the TMI team, contributing to the companies success through his dedication to customer service, technical expertise and unwavering commitment to excellence.

Gary began his career in calibration when he served in the United States Air Force. After over 9 years of serving our country, Gary left the Air Force and continued what would turn out to be a lifelong career in calibration.

Gary joined the TMI team in 2014 where he quickly showed his talent and passion for the job, Over the last several years he has managed the TMI sales team nationwide and has been a key part of recruiting, overseeing, and training the sales team to ensure success and growth in all territories. He has demonstrated his dedication to his work, always going above and beyond to ensure that our customers are satisfied to the highest standards. In addition to his dedication to customer service, Gary has been a trusted advisor to his colleagues, providing guidance and mentorship to help them develop their skills and grow in their careers.

Gary's contributions have been recognized and appreciated by the TMI team, who will miss his guidance and expertise.

As Gary embarks on the next chapter of his life, his colleagues here at TMI wish him the best in his retirement. We are all grateful for his dedication, hard work, and guidance he provided which has helped the company thrive over the last several years. Although he will be missed, his legacy and impact on the company, and employees will endure for years to come.



## New Equipment

When purchasing from TMI, your assets will be ordered, tracked, calibrated and delivered to you quickly, and efficiently.

## New Equipment

Brian Floyd

TMI continues to offer a full line of 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. If you are using the Indysoft/Gage system to track your calibration recall list the new gage you purchase will be in the system when you receive it so there is no delay in being able to use the new equipment.



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. 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 [brian.floyd@tmicalibration.com](mailto:brian.floyd@tmicalibration.com) to learn more.

## Commitment to Excellence

Luisa Buitrago and David Arevalo

As a service company, TMI Calibration knows that our customers' satisfaction is paramount to our success. We strive to provide the best calibration services possible to ensure our customers have confidence in the accuracy and precision of their measurement equipment. We know that happy customers are more likely to utilize TMI for future calibration needs as well as refer us to their friends.

To guarantee our customers are satisfied, we focus on several key areas:

- **Quality** – Our Quality program is accredited to ISO/IEC 17025:2017, ANSI/NCSL Z540-1-1994 and ANSI/NCSL Z540.3-2006 through ANAB and we utilize state of the art equipment and automation to provide the top level service our customers expect.
- **Turnaround Time** – With a goal of 7 business days, our labs provide a quick turnaround to get equipment back in the hands of the users that need them and keep businesses running smoothly. With expedited options typically available, we can also help when emergencies arise.
- **Customizable Solutions** – We understand that every customer is unique and may have different needs and requirements. Therefore, we work closely with our customers to ensure that their calibration needs are met in a timely and efficient manner. We take the time to understand their specific requirements and tailor our services to meet their individual needs.
- **Communication** – TMI places a strong emphasis on communication with our customers. We believe that open and honest communication is essential to building strong relationships with our customers. We keep our customers informed throughout the calibration process, providing regular updates on the status of their equipment. 99% of all questions called in or sent through our website are fully answered within 24 hours.
- **Corrective Action** - Mistakes can happen, and when they do, we take swift action to correct them. We have a robust quality management system in place that allows us to quickly identify and address any issues that may arise. This ensures that our customers receive the highest quality calibration services possible and that their satisfaction is maintained.

Customer satisfaction is of utmost importance to TMI Calibration and all of our teams nationwide. It is essential for building strong relationships with customers, generating new business, and maintaining a positive reputation in the industry. To provide great service, TMI takes pride in our focus on accuracy, communication, flexibility, and quality management.

### Commitment to Excellence

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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 including an FSA and Section 125. In addition TMI offers 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 Colorado, Illinois, Ohio, Connecticut, Alabama, Georgia, and Florida labs.

Please forward your resume to Michael Floyd at [michael.floyd@tmicalibration.com](mailto:michael.floyd@tmicalibration.com) or you may visit our website [www.tmicalibration.com/careers/](http://www.tmicalibration.com/careers/) and reply through the career tab.



## Cleanroom Testing includes

- HEPA Airflow (CFM)
- Particle Counts
- Differential Pressure
- HEPA leak testing
- Temperature
- Humidity
- Air changes per hour

## Cleanroom Testing and Certifying

Austin Floyd

Here at TMI we strive to become our customers “one stop shop” for all of their calibration needs. That is why we starting certifying cleanrooms, and all the equipment in them.

After following the ISO procedures, we supply our customers with an intricate certification workbook that not only gives all the data, but also explains our process and defines all the terminology!

We will map out your cleanroom and provide easy to follow diagrams that reflect the cleanroom data.

TMI certifies Biological Safety Cabinets (BSC), Laminar Flow Hoods, and Fume Hoods.

The parameters of our testing are:

- Exhaust Velocity & CFM Calculations
- Inflow & Downflow Velocity Tests
- Airflow smoke pattern
- Magnehelic Gauge calibration
- Particulate counts
- HEPA leak testing

Many customers are surprised when they find out we certify cleanrooms along with the vast amount of everyday equipment we calibrate. Dealing with multiple vendors can be a hassle, let us take care of everything for you!

Contact Austin Floyd (Austin.Floyd@tmicalibration.com) Cleanroom Sales Manager for more information/questions. We also can provide sample certifications of cleanrooms, safety cabinets, etc.

## Calibration Database and Customer Portal Access Updates

Debi Lenczyk

TMI is always working towards better and more efficient ways to maintain our calibration database as well as support our customer needs.

Recently, our calibration database, IndySoft, went through upgrades to provide a better view internally for the TMI employees which allows for customer information and easier views with less key strokes for necessary information. This has allowed us to have more information at our fingertips and continual improvements for all TMI employees.

Our Customer Portal is a free tool which allows customers to have their own log in and can then obtain calibration certificates, status updates on equipment that is currently in the lab and a great repository for historical records just by logging in and searching by an Asset ID number, a serial number, model number or by current items that may be coming due for calibration. Many customers have actually gone electronic for their documentation using this portal including for internal and external audits. If you do not have access to this free service we offer to all of our customers, please reach out to your Account Manager and we would be happy to get you set up!