



the most advanced
calibration & testing laboratory...

TM_I Technical
Maintenance
Incorporated
Calibration Laboratories

Who is TMI?

- Started in 1991, TMI is a Certified Woman Owned Small Business
- TMI Operates 9 full service Calibration Labs across the United States and many OTS sites.
- Accredited by ANAB to ISO17025 with a broad scope of capabilities
- OTS Program; we'll setup and manage your entire calibration program for you at your site
- Lab Services; we'll pick-up and deliver your equipment in a timely manner
- Temporary On-Site Service; we'll bring our technicians and standards to you
- Any combination of the above or something new; just tell us your needs. We'll customize solutions to your unique requirements.

TMI's National Footprint



Full Service Lab



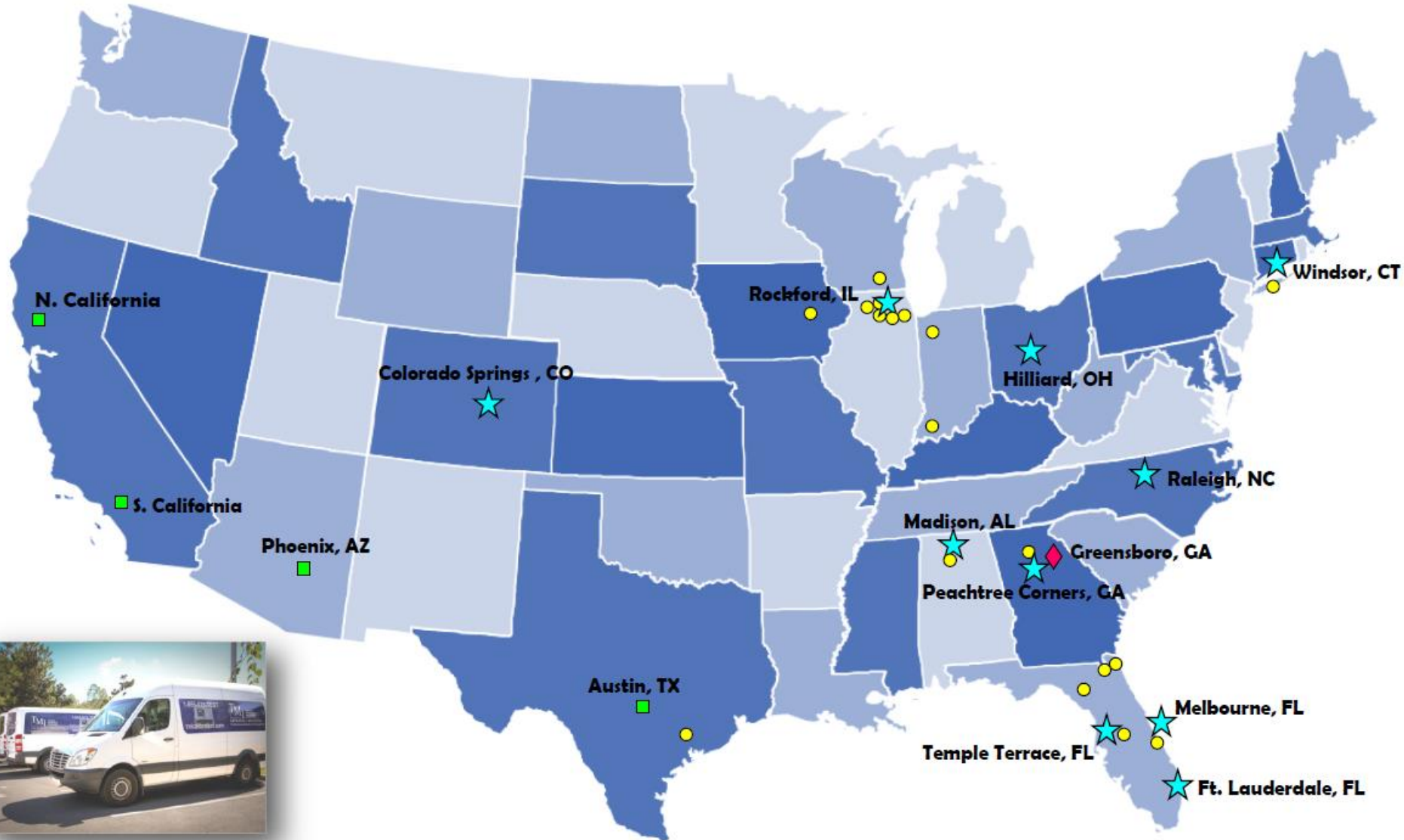
Future Expansion



OTS Program



TMI Corporate Headquarters



Free pick up and Delivery in Select Areas

ISO 17025 CERTIFICATION

TMI Labs are Certified by ANAB for ISO 17025. This certification is the core by which our Quality Manual and Procedures are built on.

Through the ANAB Certification TMI is able to provide calibrations to: ANSI/Z540-1, ANSI/Z540.3 and ISO/IEC 17025 with Uncertainties

The ISO 17025 Certification also satisfy the requirements called out for ISO 9001:2008.

Through our ISO 17025 Certification, TMI is also compliant with Nuclear requirements 10CFR50 and 10CFR21.

The ISO 17025 Certification is also in compliance with AS 9100 requirements and TMI will implement specific process changes as required for each location.



CERTIFICATE OF ACCREDITATION

The ANSI National Accreditation Board

Hereby attests that

Technical Maintenance, Inc.
12530 Telecom Drive
Temple Terrace, FL 33637
(and satellite sites as shown on the scope)

Fulfills the requirements of

ISO/IEC 17025:2017

and national standards

**ANSI/NCSL Z540-1-1994 (R2002) and
ANSI/NCSL Z540.3-2006 (R2013)**

In the field (s) of

CALIBRATION and DIMENSIONAL MEASUREMENT

This certificate is valid only when accompanied by a current scope of accreditation document.
The current scope of accreditation can be verified at www.anab.org.

Jason Stine, Vice President
Expiry Date: 20 September 2025
Certificate Number: AC-2080



This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2017.
This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory
quality management system (refer to joint ISO-ILAC-IAF Communiqué dated April 2017).



WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

Technical Maintenance, Inc.

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).

This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

Certification Granted: July 3, 2013

Expiration Date: July 3, 2024

WBENC National Certification Number: 2005122666

WBENC National WBE Certification was processed and validated by Greater Women's Business Council, a WBENC Regional Partner Organization.

Authorized by Roz Lewis, President & CEO
Women's Business Center



NAICS: 811210, 811310

UNSPSC: 23153700, 23153701, 23153702, 27111700, 27111702, 27111705, 27111715, 27111738, 27111739, 41103302, 41103303, 41103305, 41103306, 41103311, 41103312, 41103313, 41103317, 41103320, 41103326, 41103327, 41111500, 41111501, 41111502, 41111503, 41111504, 41111505, 41111507, 41111517, 41112401, 41112501, 41113601, 41113701, 41115301, 41115503, 41122401, 81141504



Services We Offer



OTS Program

TMI can setup and maintain your entire calibration program for your company at your business site.



Laboratory Services

TMI can pick-up, service and deliver your equipment in a timely manner.



Temporary On-Site Services

TMI will bring our technicians and company standards to your business.



First Article Inspections

TMI can do First Article Inspections using our Mitutoyo CMM



Tool Repair Services

TMI can supply your business with full time personnel to provide repair services to your tools and/or test instruments.



Cleanroom Certifications

Clean Room, Fume Hood, and Safety Cabinet. TMI tests in accordance with ISO 14644 and IEST-RP-CC-006.3 parameters.



Field Service Management

TMI can manage all assets for your field service techs, eliminating down time and streamlining the calibration process.



Customizable Solutions

TMI can offer customizable solutions to fit your business needs. Choose any combination of the above solutions to tailor a program specifically to meet your requirements.

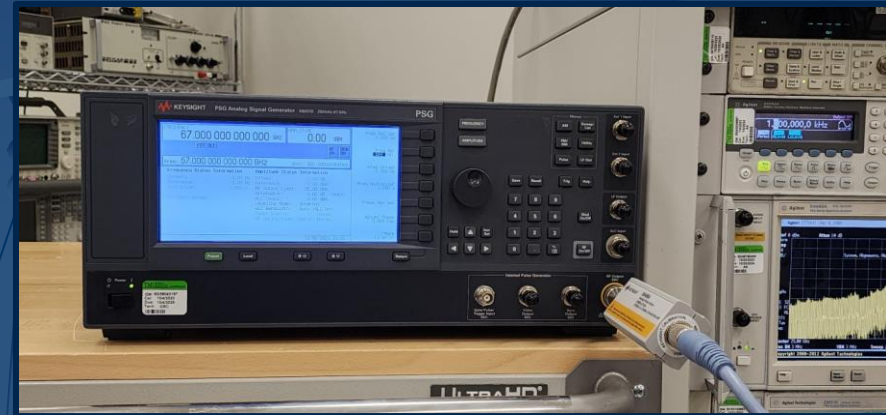
Field Service Management

- TMI will store, manage, calibrate and ship your assets directly to your field service technicians.
- TMI will send recall notices to field techs notifying them of what is due, send a calibrated asset and a shipping label to return assets due for calibration.
- This type of program can reduce downtime of your field service technicians waiting for their calibrated assets to be returned to almost zero.



In an ever changing world of technological advancement, TMI is prepared to meet the needs and challenges of various industries. We are dedicated to investing in the standards and equipment necessary to support the unique and diverse equipment developed and utilized by our many new and existing customers.

With the purchase of equipment such as our **E8257D-567, Signal Generator** and **N8488A, Power Sensor** shown here. TMI has invested in order to support your needs!



This expansion to our RF calibration range allows us to support the following equipment up to 67 GHz:

- Spectrum Analyzers
- Signal Generators
- Oscilloscopes
- Network Analyzers



TMI's levels of certifications:

❖ Basic Calibration (Z540-1)

- A NIST traceable Certificate of Calibration stating that the item either passed or failed calibration with OOT Data

❖ Data Calibration (Z540-1)

- Same as above but includes As Found/Left data for analysis

❖ ISO/IEC 17025 Calibration

- This is the highest level of calibration and includes the information above combined with statements of uncertainty for each measurement

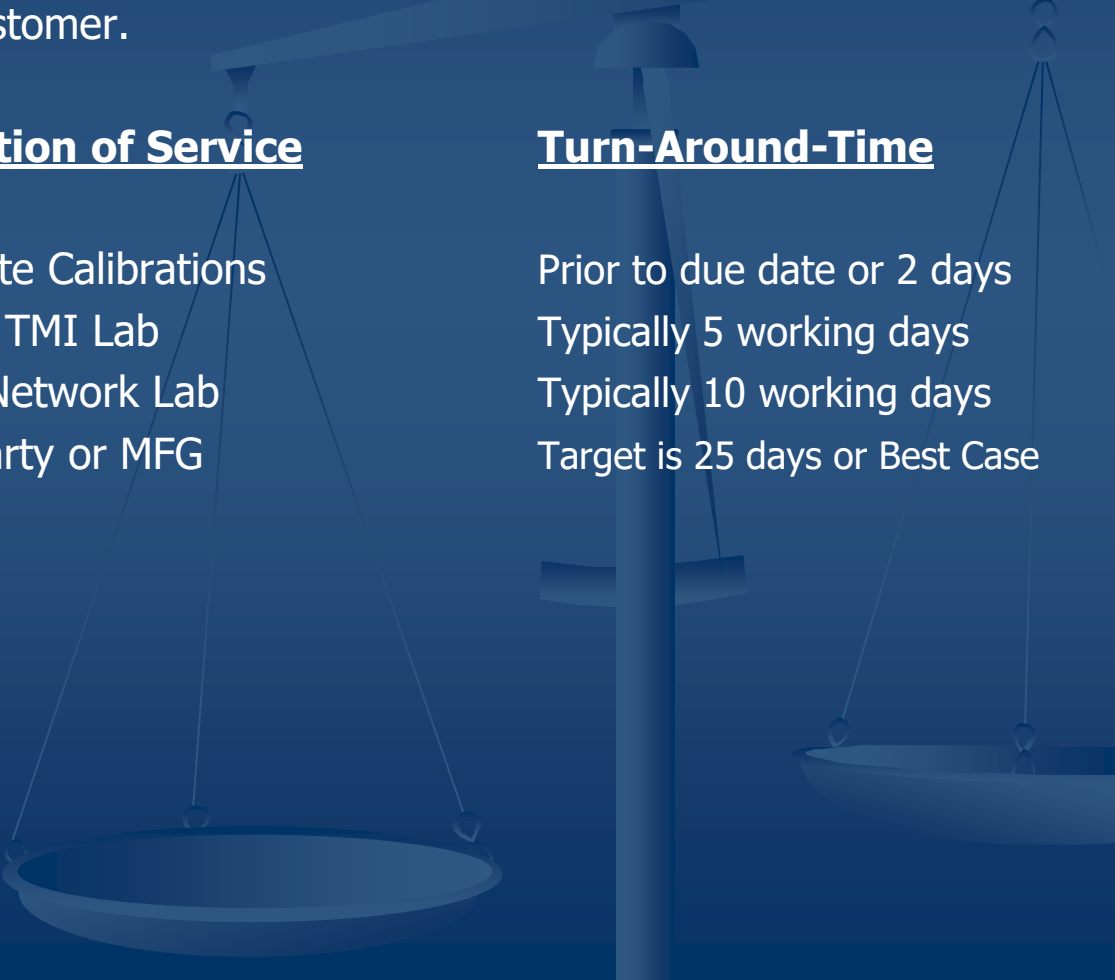
❖ Calibrations with Guard Banding (ANSI/Z540.3)

- Same as above with False Acceptance Determinations as necessary based on TUR



TYPICAL LEAD TIMES

- The target acceptable On Time Delivery (OTD) for all service deliveries is 95%. Measurement duration begins upon receipt of equipment by TMI and ends when the equipment is returned to the customer.



<u>Delivery Method</u>	<u>Location of Service</u>	<u>Turn-Around-Time</u>
■ OTS	On-Site Calibrations	Prior to due date or 2 days
■ TMI Lab	Local TMI Lab	Typically 5 working days
■ TMI Network Lab	TMI Network Lab	Typically 10 working days
■ Vendor Cals	3 rd Party or MFG	Target is 25 days or Best Case

New and Used Equipment Sales

Through TMI's partnerships and our direct distributor programs TMI can provide your business with new and used equipment sales for the following brands of instruments:

Mitutoyo

Starrett

CDI Torque Products

Additel

Ohaus

FLIR

Reed Instruments

Fowler

Yokogawa

Fluke

CDI

Brian Floyd, New and Used Equipment Manager

Brian Floyd

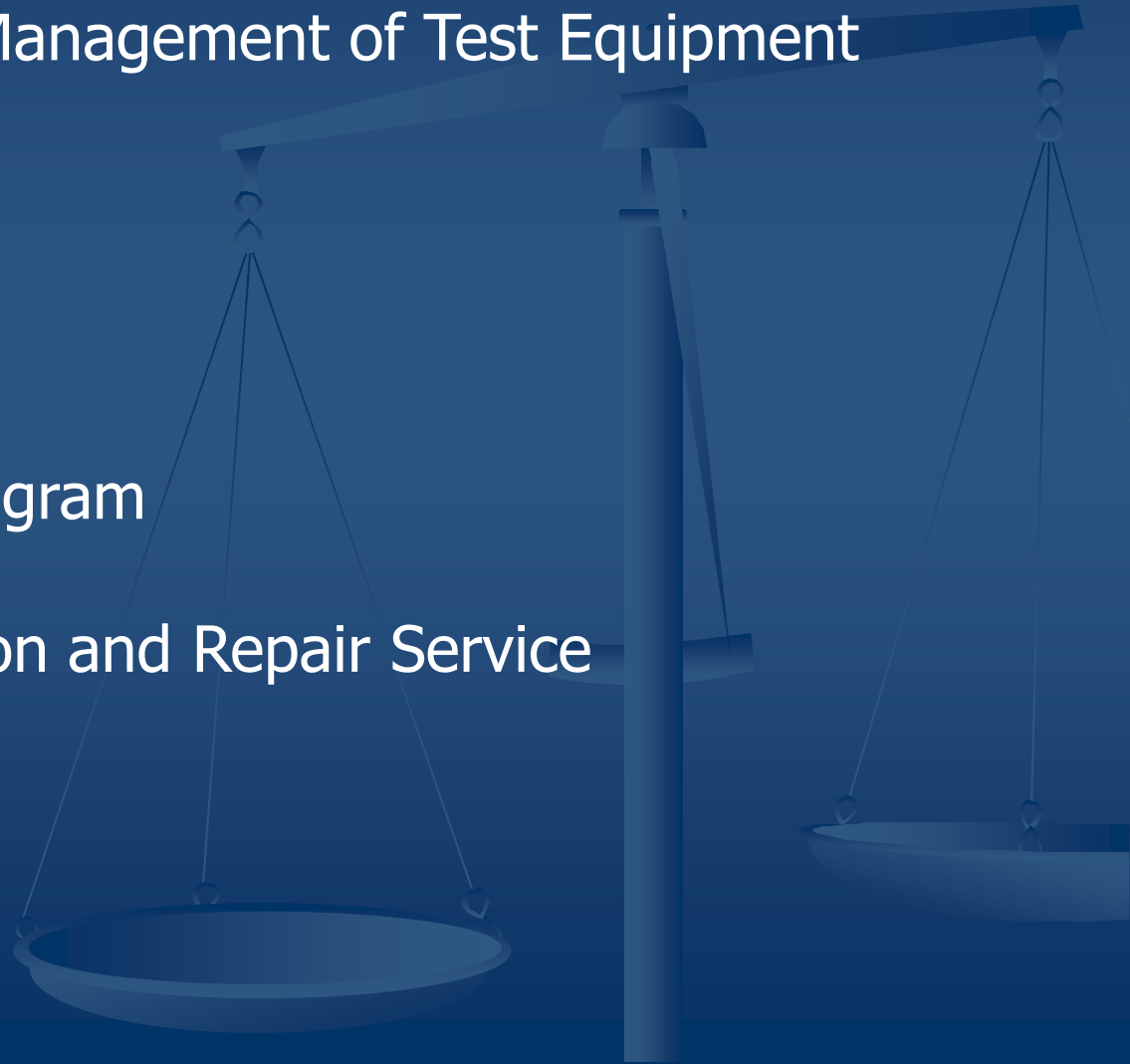
(727) 698-9484

Brian.Floyd@tmicalibration.com



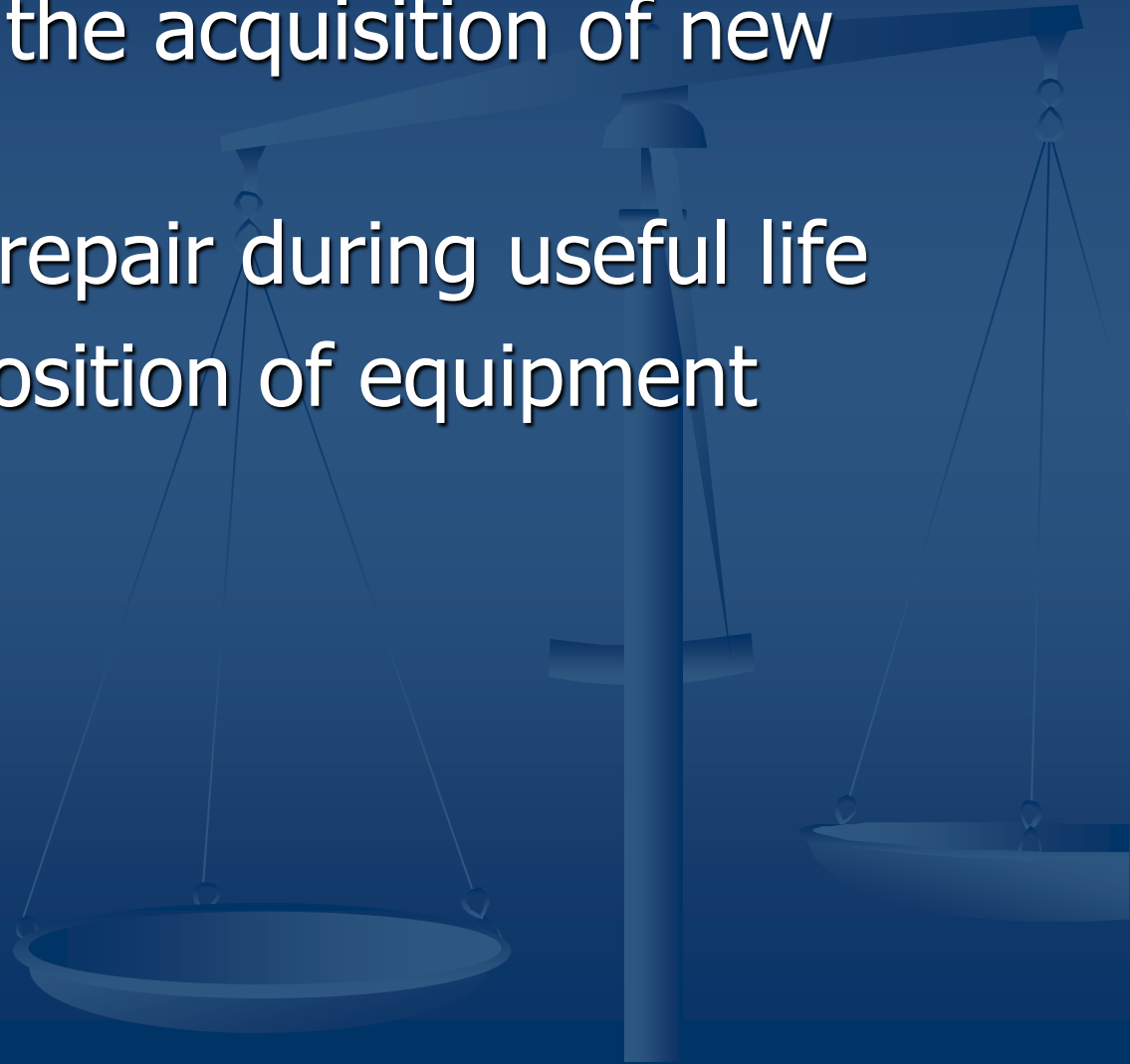
On-Site Technical Services

- Complete Life Cycle Management of Test Equipment inventory
- Asset Tracking
- Calibration Recall Program
- Customized Calibration and Repair Service
- Audit Support



Complete Life Cycle Management

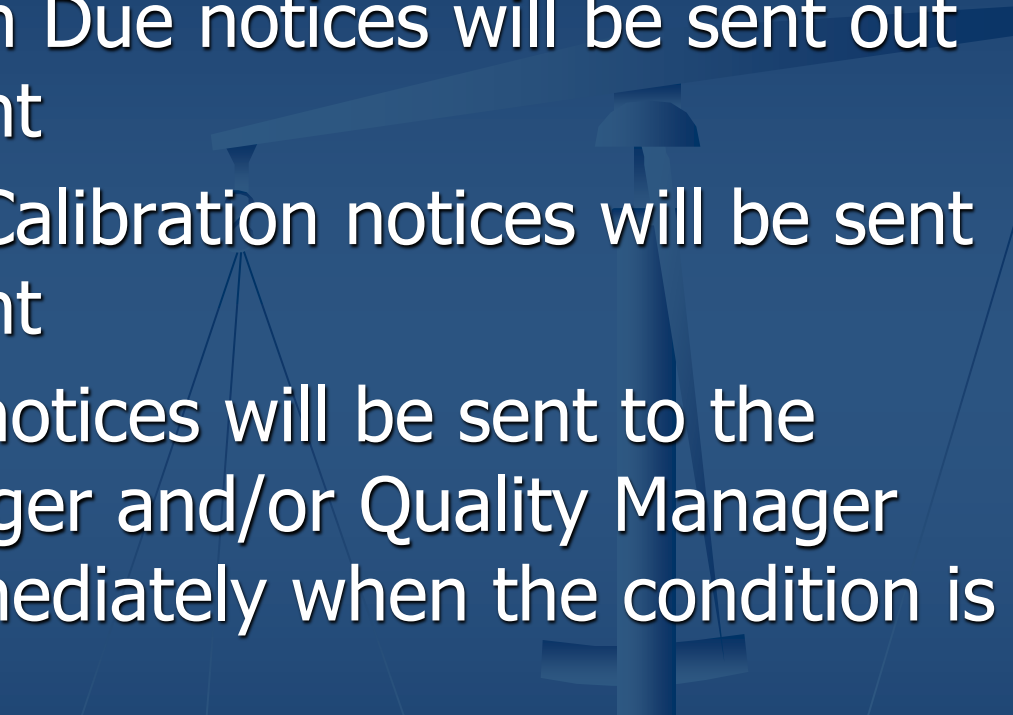
- Assistance with the acquisition of new equipment
- Calibration and repair during useful life
- End of Life disposition of equipment
 - Trade
 - Sell
 - Scrap
 - Replace



Asset Tracking

- Historical Activity
- Calibration Documentation
- Repair Documentation
- Out of Tolerance Notification
- Calibration Interval Adjustments
 - TMI will work with the customer to monitor and adjust calibration intervals, when necessary

Calibration Recall Program

- Regular Calibration Due notices will be sent out to each department
 - Regular Overdue Calibration notices will be sent to each department
 - Out of Tolerance notices will be sent to the Department Manager and/or Quality Manager for evaluation immediately when the condition is found
- 

Calibration/Repair Services

- TMI will provide monthly calibrations on-site
- TMI will process and expedite items that need to be calibrated by one of our network labs
- TMI will process, monitor and expedite any items that need to be sent to OEMs for calibration or repair after approval.
- TMI will repair any items that require repairs after approval.
- TMI will enter Cal Certs and Data Sheets into the database

Audit Support

- Support with customer internal audits
 - We need 24 hours notice
- Support with customer external audits
 - We need 24 hours notice
- TMI audits of calibration program
 - Our Quality Manager will audit this location to make sure it continues to meet our corporate quality standards

QUALITY

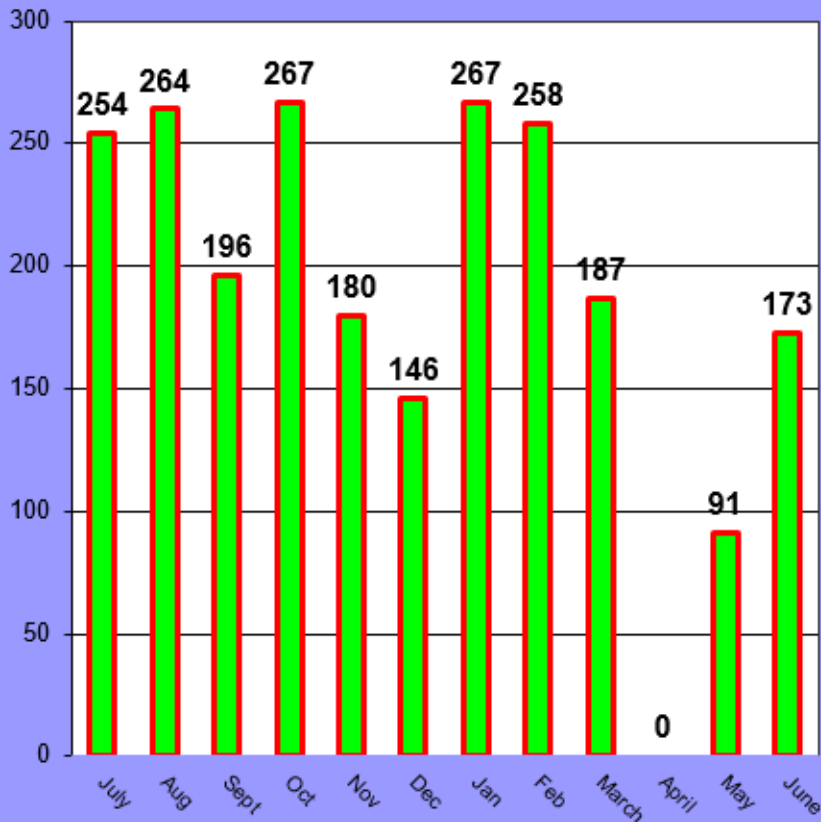
A faint, stylized background image of a balance scale, symbolizing quality and measurement. The scale is positioned on the right side of the frame, with its beam extending towards the left. The pans are visible, and the overall image is rendered in a light blue color against the dark blue background.

Sample Reports

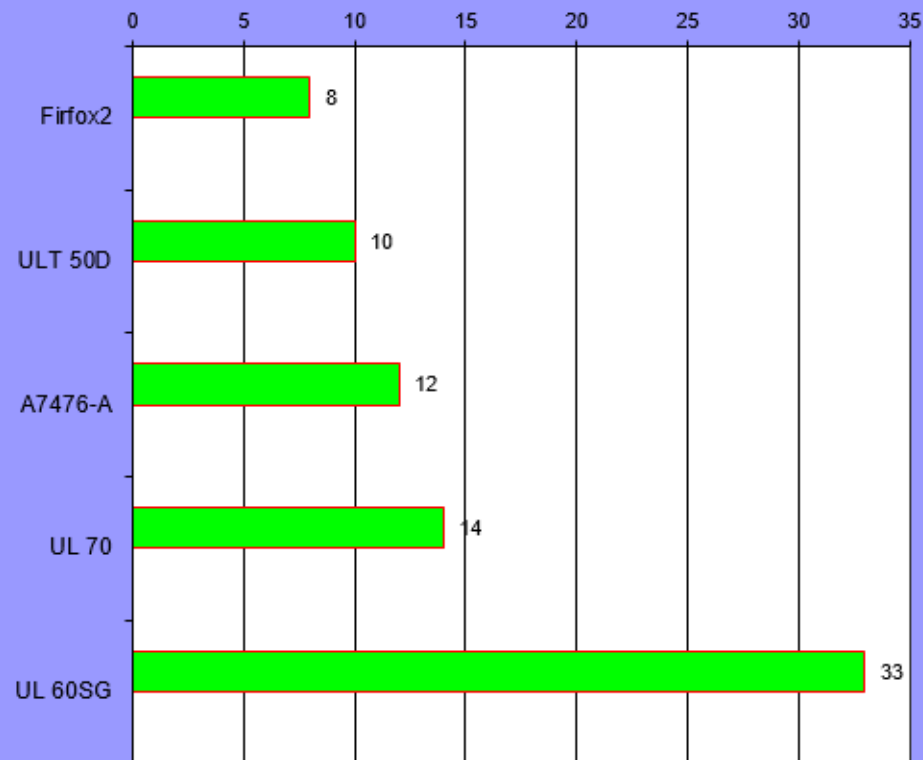
Performance Metrics

Monthly Performance Summary/Repair Activity *June, 2020*

Total Repair Events



Top 5 Tools Repaired



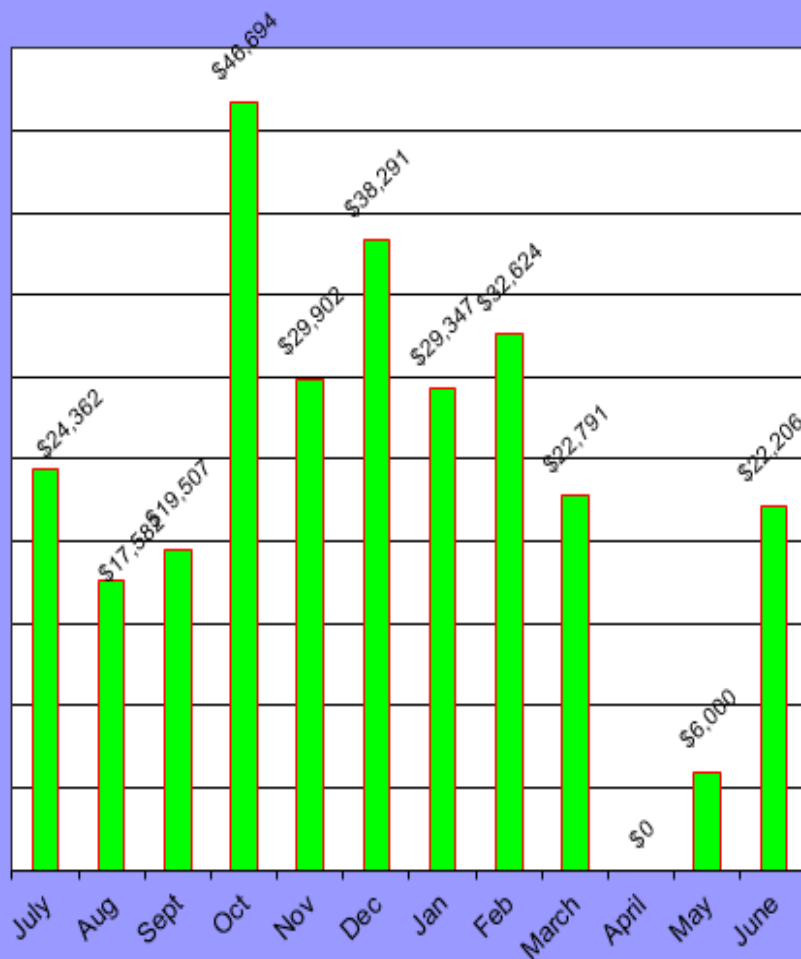


On-Site Technical
Services Division

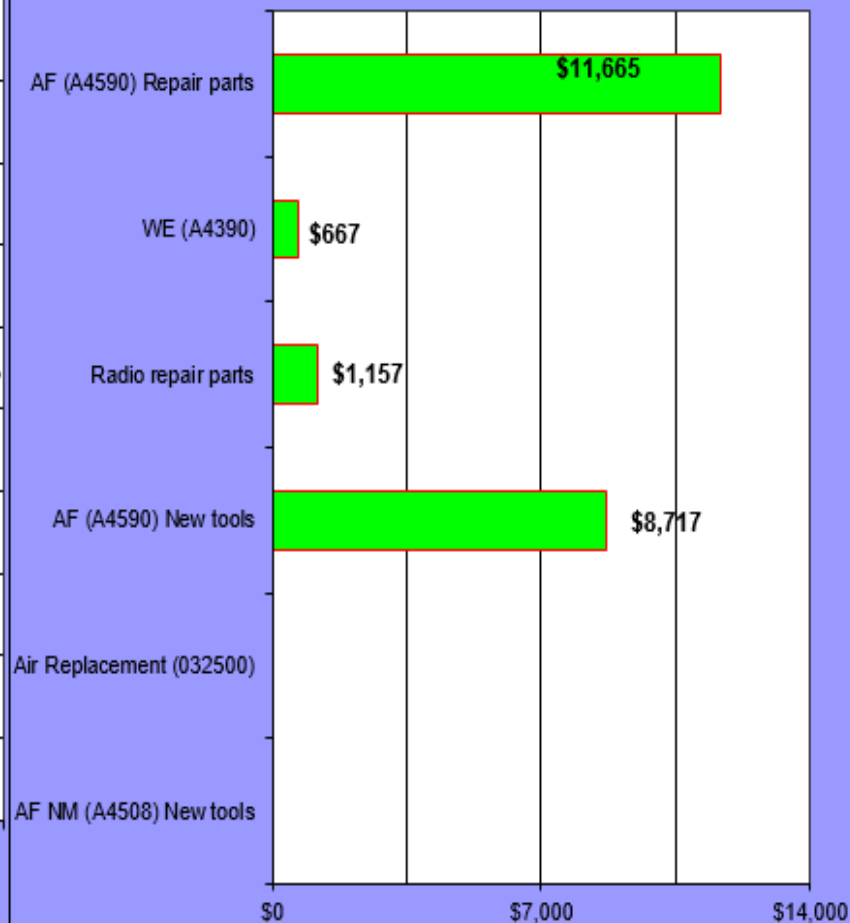
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Parts Spend June, 2020

Monthly Parts/New Tool Spend



Parts/Tool Purchases Breakdown

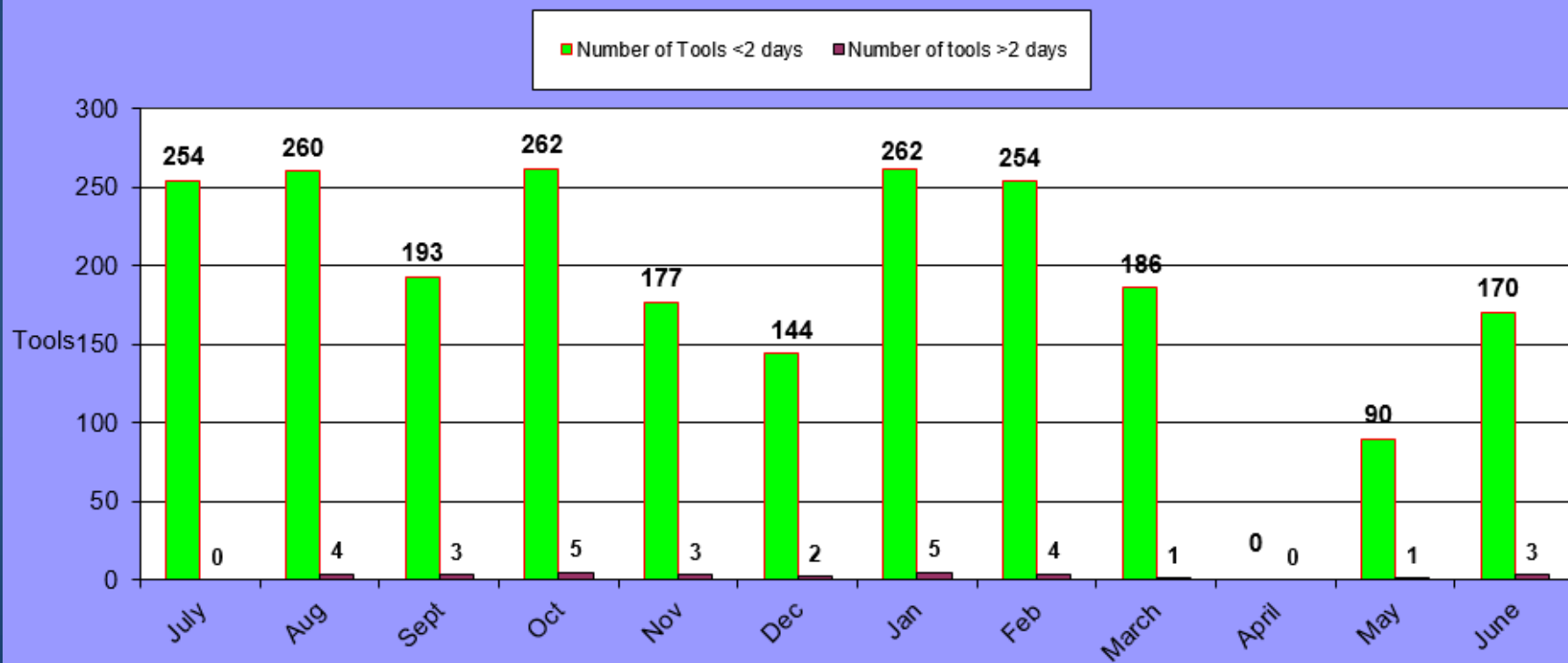




On-Site Technical
Services Division

Technical Maintenance, Inc.

Cycle Time *June, 2020*

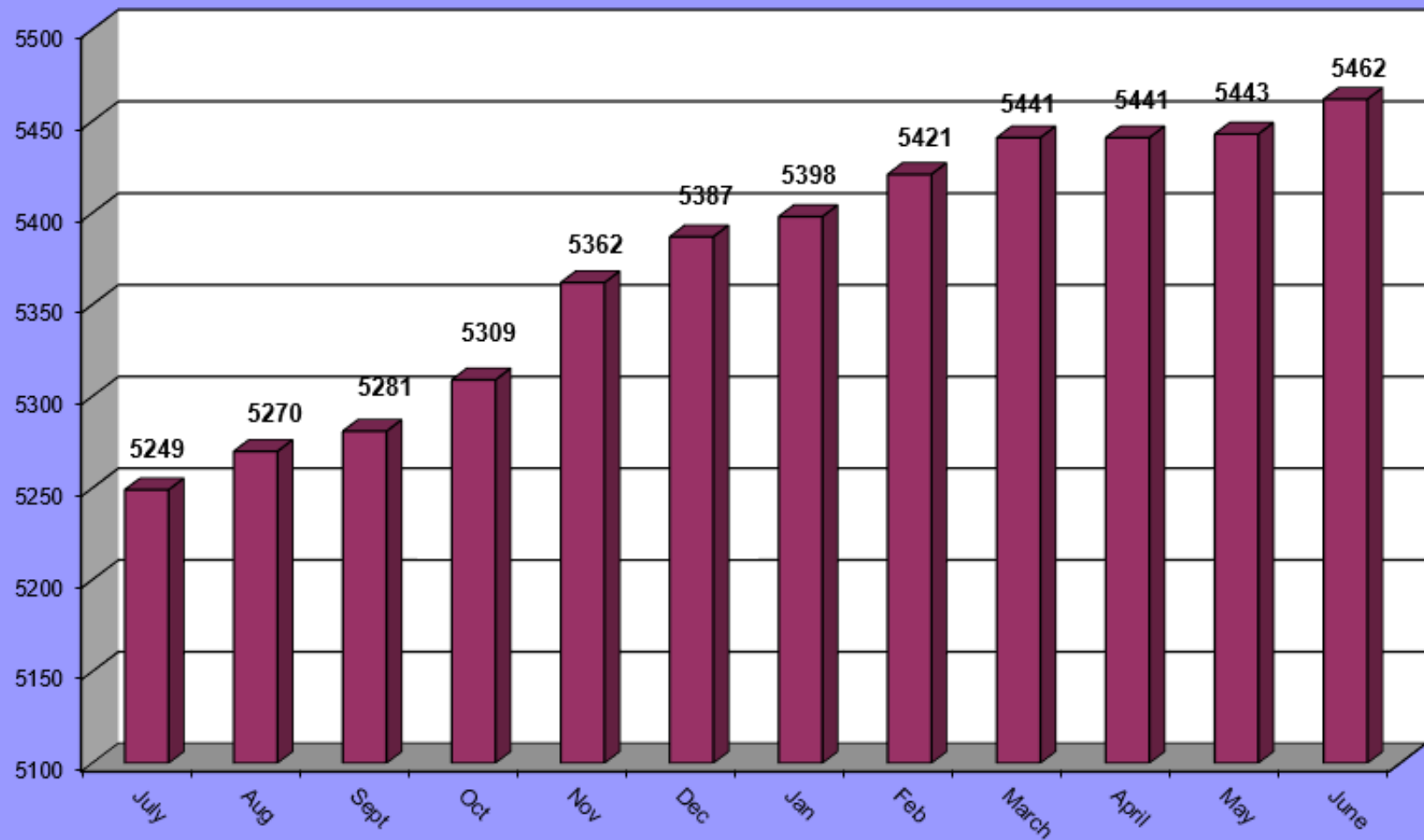




On-Site Technical
Services Division

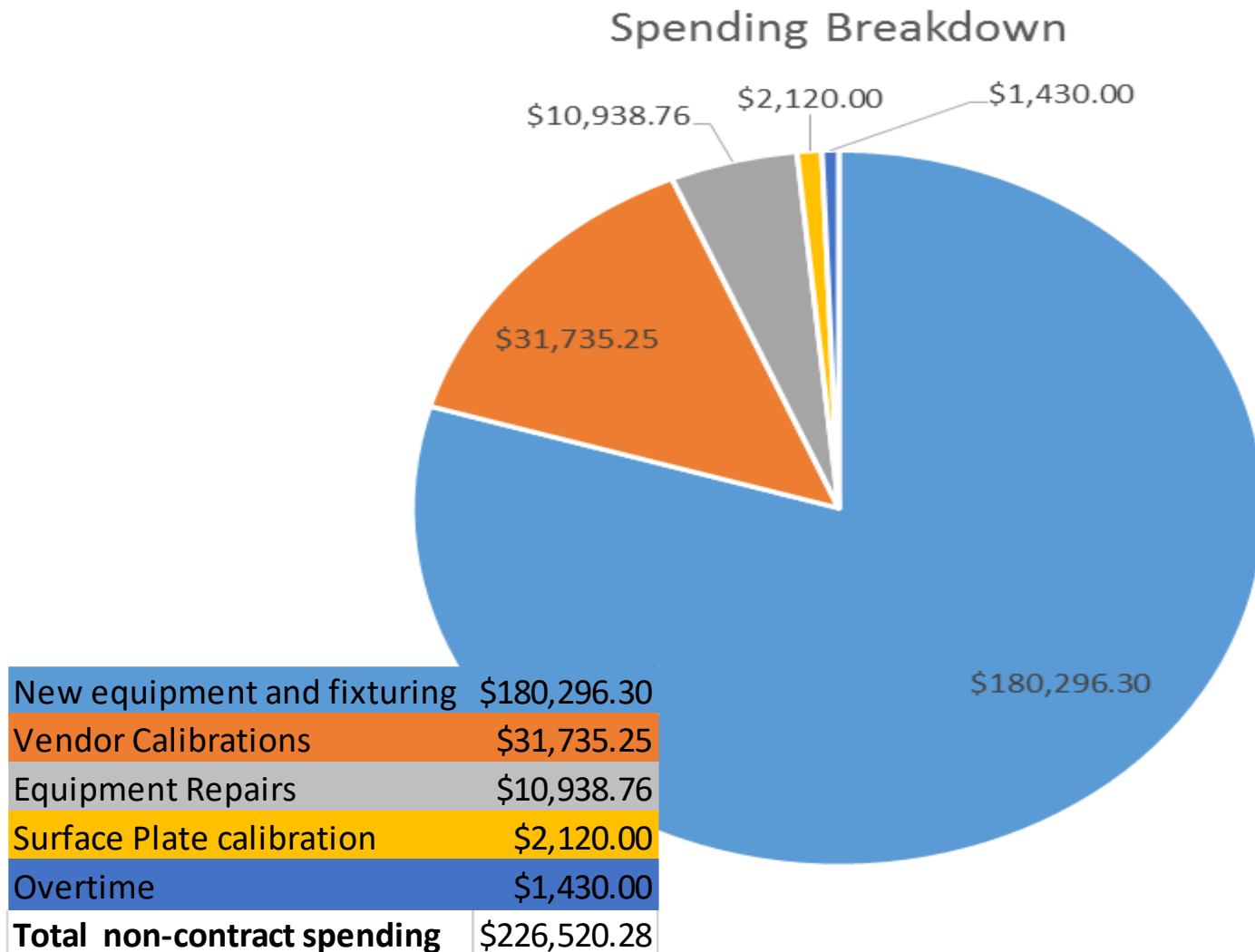
Technical Maintenance, Inc.

Total Supported Tools *June, 2020*

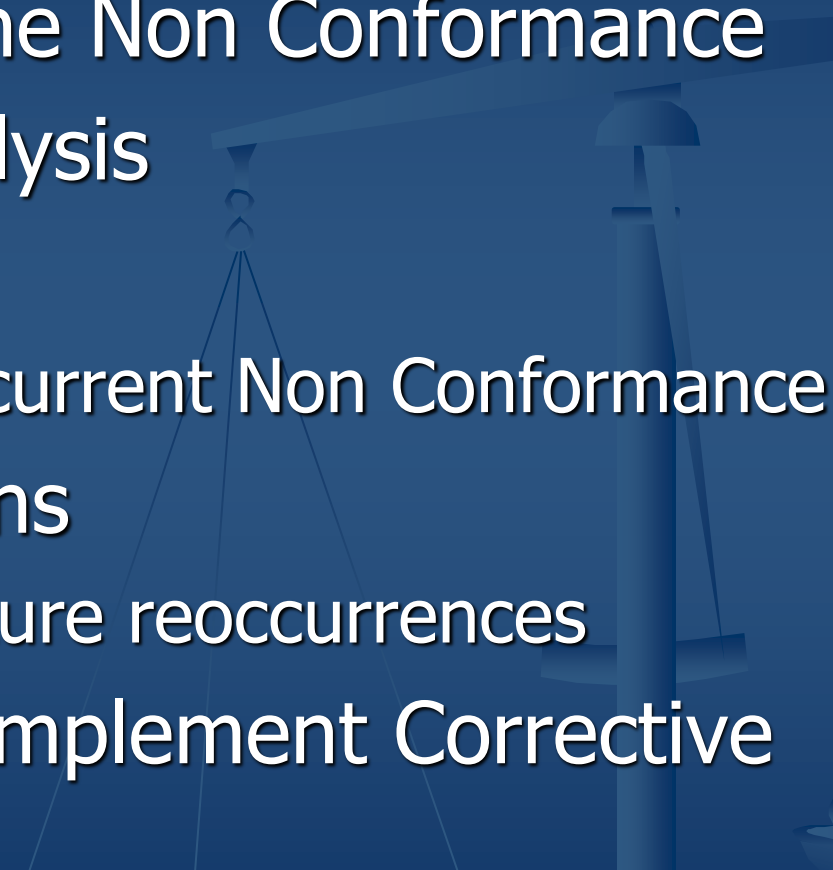


Spending Breakdown

Year to Date



CORRECTIVE ACTION REPORTS (CARs)

- Description of the Non Conformance
 - Root Cause Analysis
 - Containment
 - To contain the current Non Conformance
 - Corrective Actions
 - To eliminate future reoccurrences
 - Target Date to implement Corrective Actions
- 

IMPROVEMENT PLANS

- TMI is always looking for ways to improve our processes and reduce costs.
- When justified, TMI will add capabilities to minimize the need for using the OEMs and other specialty service providers. TMI's cost is typically 25-35% less expensive so this will be a cost savings to our customers.
- Automation will be added when possible to improve the turnaround times which will minimize downtime for our customers.

WHY TMI?

- EXPERIENCE
- DEDICATED TO CUSTOMER SUCCESS
- CUSTOMIZED SOLUTIONS
- SCALABLE PROGRAMS
- NIMBLE

