

## TMI Field Service group receives AAA+ report on Customer Survey



In complying with our ISO 17025 requirements, our customers recently completed a field calibration survey for the service and calibration group and we are pleased to announce outstanding results.

The survey included questions regarding our quality of documentation, equipment knowledge and personnel performance rating. In all areas overall satisfaction was at a very high level.

“This is a tribute to the outstanding knowledge and skills within our service group”, says Mike Moore, Director of the TMI Service Group. “I am very pleased with the performance of our team”.

Excellent customer service is best described by our good friend and loyal customer Larry Etheridge who recently retired from RockTenn.

Larry Etheridge wrote:

Hello All,

I am retiring December 19th, 2008, and I wish to take a moment to thank you all for the opportunity of working with you. It has been both a memorable and fun experience in which I learned something new every day.

And most of you know how I always enjoyed learning new "stuff."

You all have provided great service and products, and consistent and dependable technical support that helped me tremendously in maintaining the hundred or so test instruments for which I was responsible. Knowing that I could call on you for PM contracts and service, the right parts, technical knowledge, troubleshooting skills, and advice was a comfort and a confidence booster I assure you.

I wish all of you continued success in your work, good health for you and your families, God's Blessings, and a Merry Christmas and Happy New Year.

Sincerely,

Larry Etheridge  
RockTenn