



CUSTOMER CHARTER

TCM Electronics offers customers a unique outsourcing opportunity based on the principles of quality, reliability, trust, value for money and personalised service.

We guarantee to provide a specialised service that will reduce your total costs through the timely delivery of premium quality products.

Following our 23 point 'Commitments' document which details how we deliver on our promises.

- 1.** You will have a dedicated Project Manager to personally look after your account. They will be backed by a support manager and the company's directors.
- 2.** The directors and owners of the business will always be accessible and maintain contact with you.
- 3.** Your Project Manager will proactively contact you at intervals which suit you.
- 4.** We will endeavor to find out your company's unique requirements and then suggest individual solutions to meet them.
- 5.** We will confirm receipt of your orders with an official confirmation and action them within 24 hours.
- 6.** We will provide delivery date advice within 5 days of confirming your order.
- 7.** The quality of the components we source will always match or exceed your requirements. No alternatives will be supplied without your prior approval.
- 8.** When you have brand specific parts our system will only purchase those that are approved.
- 9.** We will provide a straight forward invoice which matches your order exactly.

10. We will provide a complete service for all your production requirements from low to high volume (including non-electronic materials) and even individual component sourcing if required.
11. TCM customers can select their preferred level of outsourcing from kit form to full turnkey
12. We guarantee to immediately attend to any concerns that may arise.
13. We will immediately update your current bills of material when new revisions are advised
14. When quoting for new products we will not 'guess' anything and will obtain confirmation from you on component specification.
15. Once we have your information in our system we will talk in your product language
16. When we quote it will be based on realistic pricing that we are confident can be maintained for the long term.
17. We will continue to foster close relationships with all suppliers, and in particular distributors that provide our customers with engineering support.
18. Even though we maintain close relationships with suppliers we will always remain independent and will not be committed to buy from any one source.
19. We will ensure that all staff are suitably trained in their respective areas and through internal and external training strive to constantly improve their skills.
20. We will keep your company's information confidential.
21. We will always prudently review all business risks to protect your continuity of supply. This includes assessing the credit worthiness of new clients, having adequate insurance for all risks, making sure TCM is not exposed to any one industry or customer.
22. TCM is committed to a controlled growth rate to ensure that we always have enough capacity on hand to meet our commitments.
23. Since the inception of TCM in 1992 we have remained totally committed to our core business of professional procurement and production management for our selected section of the electronics manufacturing market. We will continue to devote all of resources and attention to satisfying and improving our core business.