



TCM ELECTRONICS

TIME CRITICAL MANUFACTURING

## TCM eNews

### Outsource with Confidence!

TCM Electronics is [turning 21](#) this July! With another great financial year nearing completion, we're pleased to announce we have improved many areas of our business via our 'yearly improvement plan'. With an expanded customer base, improved systems and up-graded premises we're looking forward to the next 21 years and beyond!

We are humbled to have such great and long term relationships with our customers - some spanning over 18 years from their first orders.



We believe that our Customer Charter, combined with our robust Quality System, along with the common purpose of all our staff enables us to maintain such relationships. Our common objectives are to:

- Reduce your total production costs.
- Consistently deliver on time.
- Allow you to focus your time on core business functions.
- Provide an unparalleled level of manufacturing quality.

Our business is to manage the hundreds, if not the thousands, of component lines across your whole PCBA range, co-ordinate their assembly and deliver on time every time with as much or as little interaction with our customers as they desire. From myself as Managing Director to our Sales Managers, Production personnel to Stores and warehouse we are all committed to making sure you can place orders with confidence and know you're receiving exactly what you require!

If you're an existing customer looking for further personalised solutions, or a new company considering trying TCM then please feel free to call or email me with any questions you may have.

### Customer Relations Manager

In August 2012 TCM was fortunate to have [Shane Curran](#) available to join the team as our Customer Relations Manager. Shane's role encompasses new business generation and also working with existing customers to assess satisfaction levels and oversee the implementation of personalised solutions.

### Individual Service

TCM's business objective is to provide a level of service that is unique in the contract manufacturing industry. Another aspect of our business model that sets us apart from the crowd and enables us to achieve this goal is by being 'horizontally structured'. As customers have a dedicated 'Project Manager' to handle all requests from quoting; to ordering; to production liaison through to delivery we build up a great understanding of your total needs. This can then lead to special customer specific processes being designed to suit individual requirements.

Recently we were pleased to get our new 'dropbox' service in place where customers have 24/7 live access to our order history reports. This link allows our customers to log in at any time of the day or night (we understand there's always work to be done!) and see information on order status, shipping dates, manufacturing notations or consignment numbers of those orders that have already shipped.

### Information Pack

For a complete information pack including our Customer Charter, Quality System, Manufacturing Capabilities & Outsource with Confidence, please email us at [sales@tcmelectronics.com.au](mailto:sales@tcmelectronics.com.au). You will receive all information with-in 72 hours of request.

### TCM's Location

Being only 10 minutes from both Adelaide airport and the City centre, we're in a prime location for moving goods interstate or overseas, via your carrier or ours. These days, with greatly improved communications and more competitive freight options, the world is getting smaller.

For many years, more than 75% of our business is interstate or overseas work. We used to hear the phrase from some OEMs that they need their contract assembler 'down the road' in case something goes wrong. Customers of TCM have come to realise what's most important to them and that is a reliable manufacturer that they can out-source with confidence. If you have someone you can trust then the days of needing them 'down the road' are redundant.

We will visit you and pro-actively contact at intervals that suit you. Also, we always make sure we're available if you want to visit or carry out an audit.

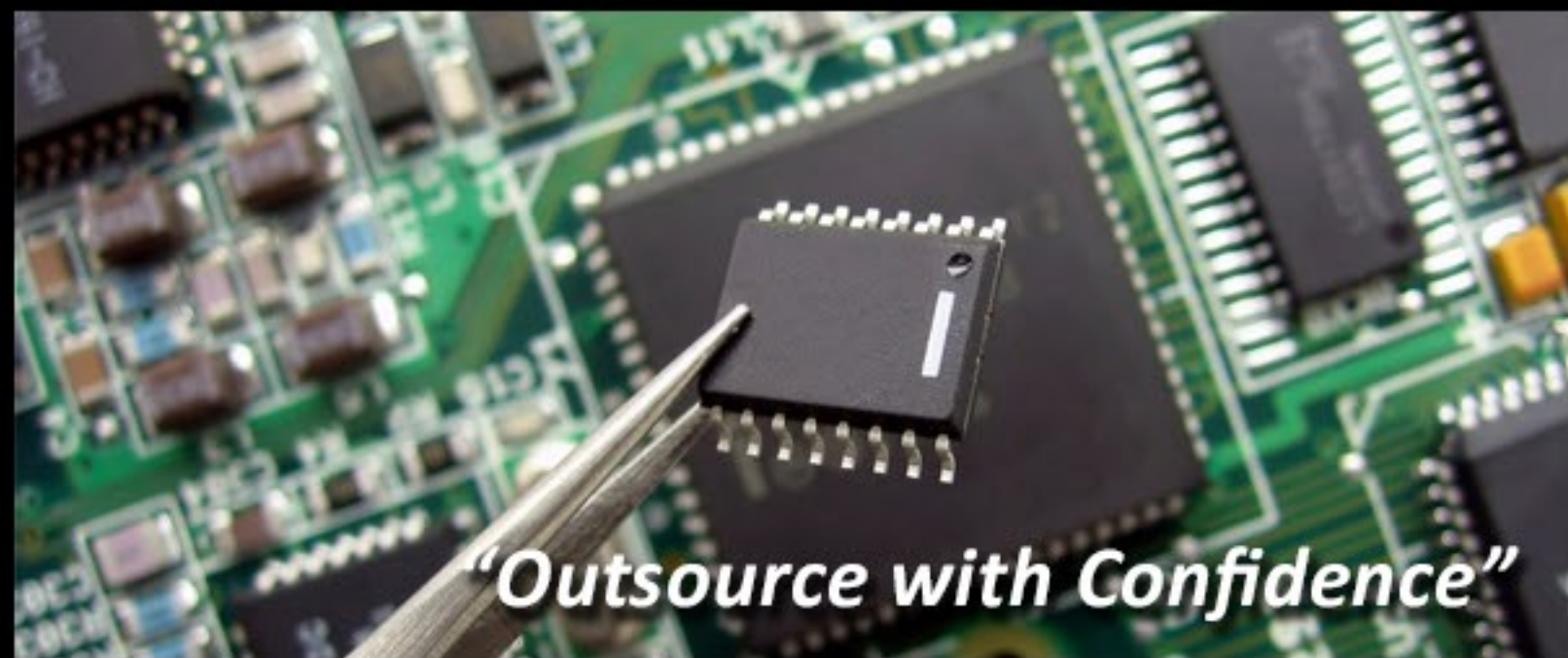
### Manufacturing Capabilities

TCM's production facilities have been purpose built to meet the needs of the OEM market it serves. Our strength is our ability to handle complex, high mix builds while offering an unparalleled level of flexibility to customers throughout the whole process. We have selected equipment and designed our system to enable us to manage many different products simultaneously and switch quickly between them when needed. We have capacity to handle 'regular' production volumes and the accuracy in our system to consistently repeat the 'irregular', smaller production units. We also have a separate unit dedicated to the fast turnaround of prototypes. This is all underscored by our dedication to high level IPC standards with our 'Class 2 +' being our default offering.

Coupled with our unique procurement management skills, our manufacturing division can provide board level assembly, coating and testing, full turnkey options – even specialist machining and metal fabrication in house.

### CNC Machining

Our in-house metal and plastic fabrication workshop can offer a range of services with up to date CNC lathes and mills along with a range of precision equipment. Send through your files today to [sales@tcmelectronics.com.au](mailto:sales@tcmelectronics.com.au) for TCM to provide a quotation on your machining requirements.



Nathan Case | Managing Director

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