



MICRO  
PRECISION

# COMPANY PROFILE

**YOUR PARTNER IN CALIBRATION  
QUALITY BEGINS HERE**



# COMPANY OVERVIEW

Micro Precision Calibration Inc (MPC) was founded by Jerry Trammell back in 1969. Over the years Jerry has grown his small calibration operation into a multinational organization offering customers calibration, repair, and equipment sales and support.

MPC continues to grow and support its customers around the world offering them local support globally!



**GLOBAL COMPANY WITH LOCAL FOCUS**

# MPC LAB FACILITIES

## CORPORATE HEADQUARTERS

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## VISION

To be a Global leader in Quality Calibration Services, Test Equipment Solutions, and Engineering Support Services.

## MISSION

Our mission is to provide customers with a clear reporting of instrument accuracy and traceability that provides benefits for our customers on a global basis; to deliver consistent and repeatable results; and to create a rewarding environment for our employees.

## CRITICAL SUCCESS FACTORS

### **Preferred Supplier**

This means that we strive to be the supplier that our customers value above all others. We realize the growth and market penetration through increased sales and satisfied customers. We reduce cost and cycle times through effective use of resources.

### **Financial Growth**

This means that we grow our revenue year over year as we expand our services through repeat business and referral and customer loyalty.

### **Preferred Employer**

This means that we will further improve employee satisfaction, maintain low turnover, and recruit top talent in all areas of our business.

## CORE VALUES

### **Service Value**

Service value means that we provide the highest testing ratio for the best cost to our customers.

### **Dependability**

We will be dependable in what we report and store data that is pertinent to our customer needs.

### **Speed**

We will deliver the best turn-around time with the most cost effective service, based on an instrument's specific use, in a courteous and professional manner.

### **Empowerment and Accountability**

We will each be responsible for our actions and the quality of our work and accountable for the results of those actions. We encourage the employees to develop themselves and their careers to their fullest potential. We recognize that employees have the ability and responsibility to affect in a positive way, our company, other employees and customers.

### **Innovation**

We will be open to new ways to increase the value that we bring to our customers and will proactively pursue new ways of doing business, implementing process improvements and "change" for the betterment of the company.

### **Teamwork**

We will foster an environment of enthusiasm and co-operation that enhances customer satisfaction. We will maximize our company's capabilities through cross-organizational support.

### **Integrity**

This means that we are forthright and have the freedom from corrupting influence or motive in all of our dealings with our customers and with each other in the company.

### **Achievement and Discipline**

It is through achievement and discipline that we define our company and ourselves by the quality of our work and what we accomplish. We will consistently and conscientiously perform our tasks with the aim of satisfying our customers.

# QUALITY COMMITMENT STATEMENT

Micro Precision Calibration, Inc. is committed to meeting and exceeding customer expectations by providing complete, reliable, reproducible and accurate calibration and repair services in compliance with ISO/IEC 17025 and laboratory accreditation, and in accordance with stated methods and customer requirements.

The quality and reliability of services offered by our company are maintained at levels meeting and exceeding the expectations of our customers and with contractual requirements. The Quality Management System is designed to achieve the Critical success Factors.

Towards this end, we will relentlessly strive for customer satisfaction, cost competitiveness and continuous improvement in all aspects of our business. We will offer services that meet a well-defined customer or market need, purpose, use and in all respects, meet customer's expectations. We will offer services that comply with all applicable standards, specifications, and requirements of society (i.e., safety), including an awareness of environmental needs during the service phase. We will offer services that are economically supplied and offered at competitive prices.

These initiatives will involve all employees. By communicating the importance of teamwork, empowerment and accountability we will show employees they are our most valuable assets. We will demonstrate our commitment to achieve the highest level of customer support and satisfaction with integrity and ethics in business transactions while embracing quality in all that we do.

Top management shall ensure the integrity of the management system is maintained when changes to the management system are planned and implemented.

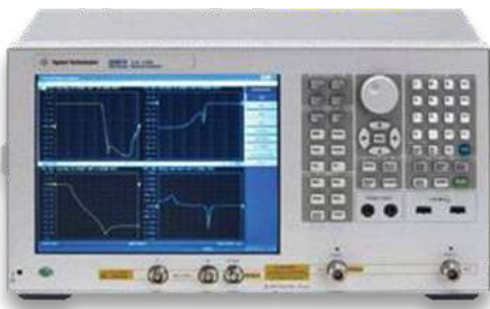
All employees are required to familiarize themselves with the Quality Management System documentation and implement the policies and procedures in their work.

# CALIBRATION SERVICES

Micro Precision Calibration Inc. offers our customers a “One Stop Shop” to all of their calibration needs. We offer both High End Electrical and Mechanical Calibration Services which include but are not limited to the following:

## ELECTRICAL / RF / OPTICAL CALIBRATION

- ✓ Digital Waveform
- ✓ Optical Video
- ✓ Phase
- ✓ Power
- ✓ Noise
- ✓ Frequency and Time Domain
- ✓ RF Microwave
- ✓ Laser
- ✓ ESD
- ✓ And More



## MECHANICAL CALIBRATION

Dimensional / Flow /  
Temperature

- ✓ Weight
- ✓ Torque

- ✓ Pressure
- ✓ Gage Blocks
- ✓ Precision Tools
- ✓ Force
- ✓ Flow

- ✓ Hardness
- ✓ Thickness
- ✓ Mass





# CALIBRATION TYPE

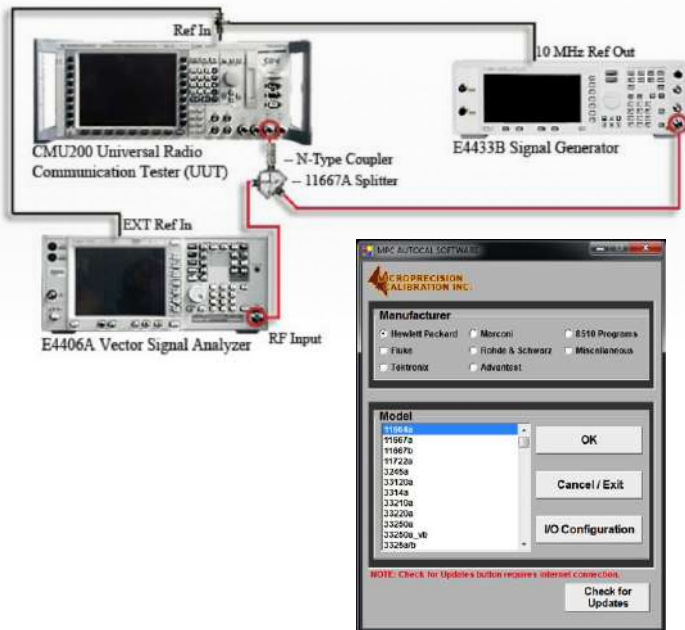
We offer our customers five types of Calibration Certificates depending on their needs and budgets.

TYPE OF SERVICE	TRACEABLE	TRACEABLE WITH DATA	ACCREDITED (ISO/ IEC 17025, Z540.3)
Calibrated to Manufacturers Specifications traceable to SI Units	X	X	X
ISO 9000 Compliant	X	X	X
Certification Certificates, Data, Maintained on Secure Web Based Tool (CDM)	X	X	X
Detailed Calibration Certificates and Calibration Stickers	X	X	X
Instrument adjustment (if found out of tolerance)	X	X	X
ANSI/NCSL Z540-1 Compliant	X	X	X
Calibration Data		X	X
Logo from Accreditation Body, Expanded Measurement Uncertainty			X
ANSI/NCSL Z540.3 Compliant			X

## ISO 17025 ACCREDITED LAB FACILITIES

MPC is an ISO 17025 Accredited Lab that performs Calibrations Traceable to International Standards. We are ISO 9001:2000 Accredited and ANSI Z540 Compliant.



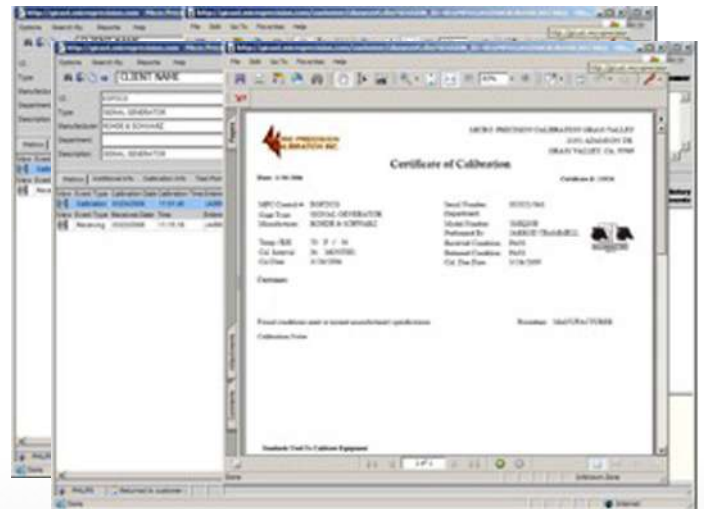


## AUTOMATED CALIBRATION

MPC has invested in and developed the latest in Automated Calibration and System Management. This enables us to deliver a high quality calibration service quickly to our customers.

## ONLINE CERTIFICATES

MPC offers our customers 24 / 7 Secure Access to their Certifications.



## **ONLINE EQUIPMENT MANAGEMENT / HISTORY**

In addition to the online posting of all data and certifications we offer our customers access to our on line software that allows them to manage and track their equipment. This software can be customized to meet the needs of the customer.

In addition to online tracking and management it also allows customers an equipment history database.

## **YOUR PARTNER IN CALIBRATION**

At Microprecision Calibration Inc., we believe in Team Work and Customer Focus. This Customer Focus has allowed us to grow over the years to become a more value added supplier to our Customer Partners.

## **QUALITY BEGINS HERE**