



Tamworth Quality Services Ltd





TQS Profile: Who We Are

Tamworth Quality Services (TQS) are the UK's leading provider of out-sourced containment/inspection services and providers of quality experts to support the manufacturing industry.

TQS was formed in 2001 by three professionals with sound experience within the automotive industry and expertise in Quality (19 years), Logistics (20 years) and Engineering (40 years). The company has grown rapidly due to our philosophy of harmonizing close working relationships with first tier Automotive Manufacturers, their respective Suppliers and local Business Links. Our facilities have now been expanded to offer Storage, Wash and Clean-room Services, as an option for our diverse Customer base.

Our head-office is located within the Midlands and is appropriate to provide support to all our European Customers, whereas our future plan is to expand further into the world-wide market.

In order to support a Customer base of almost 50 World-wide Clients, we employ over 40 specialized personnel who are available as an option to Customers as Residential Support Engineers. Our Staff count is continually growing in order to meet the increasing demands of our customers.

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TQS Profile: Introduction

Tamworth Quality Service (TQS) are a private company which has grown rapidly within a few years, thus becoming the market leader in Quality Support Services. We developed our Business Management System and achieved ISO 9001:2000 in December 2006.

We work closely with our Customers, to assist within the development of their service requirements. This Continual Improvement Philosophy, is mutually beneficial to both TQS and our Customers.

Our high standards & procedures were originally designed specifically for the Automotive Industry as the majority of our Customers practice these disciplines and the benefits to our Customers, often result in increased expectations.

Tamworth Quality Services have now expanded to the Aerospace and Marine Industry.

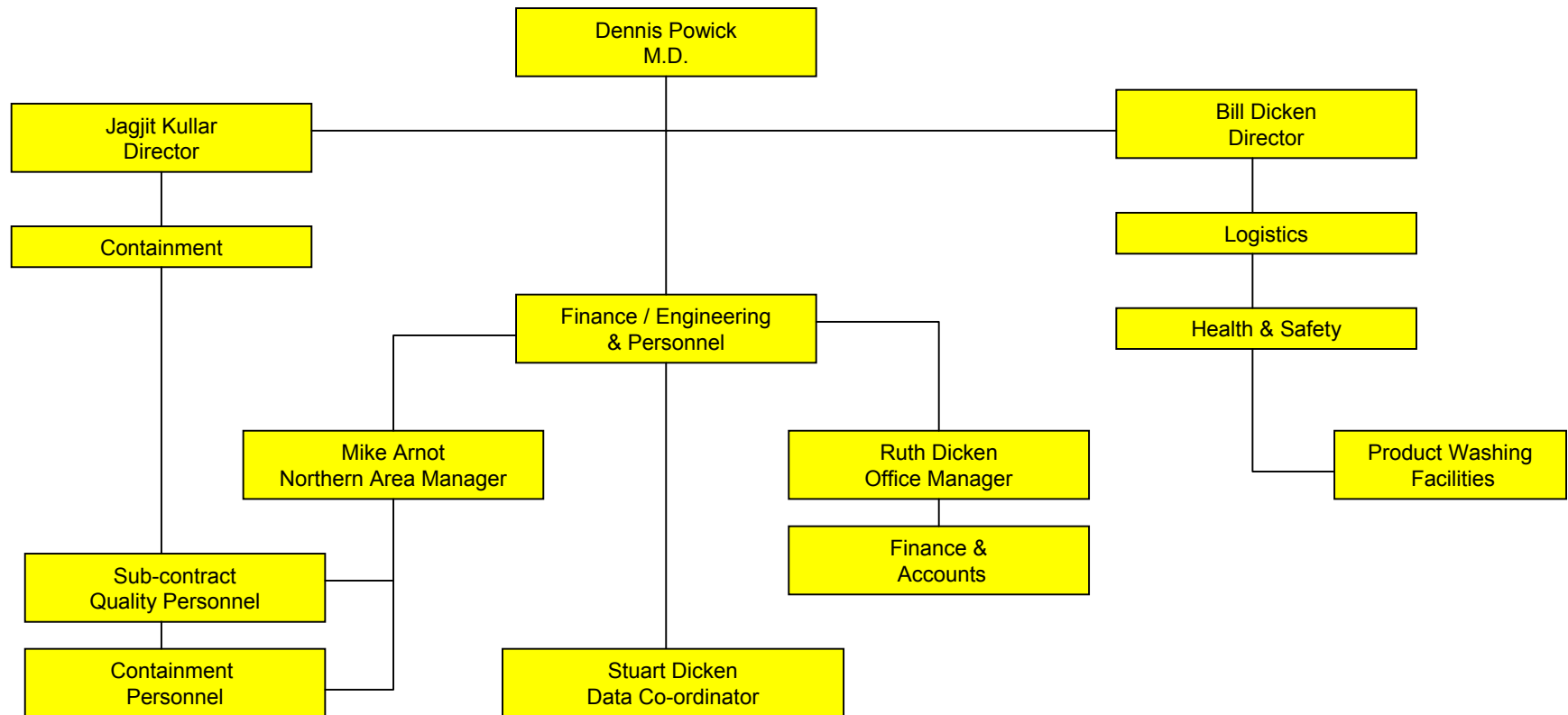
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TQS Profile: Our Structure

Tamworth Quality Services (TQS) adopt a flat structure to optimize the effective flow of all communication, as follows:



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TQS Profile: What We Do

We specialize in providing professional and flexible personnel who are committed to the highest level of integrity and it is this un-daunting philosophy that segregates ourselves from other companies.

Our staff can be relied upon to adopt a pro-active work ethic and will highlight any areas for improvement, where applicable.

Services:

- Containment & Inspection (Sorting, Rework, Measurement & Zero disturbance to productivity).
- Product Testing (Mechanical, Pressure & Electrical).
- Defect Data Collection & the Analysis of Results (Pareto, Statistical, PPM & Trends).
- Quality Engineering (CMM Operators, Quality Engineers, SQA, Supplier Quality Engineers).

Facilities:

- Warehouse Storage (Size 6,500 sq. ft./650 sq. m.)
- Product Wash.
- Ultrasonic cleaning (20KHz).
- Automated measurements using our Coordinate Measurement Machine (CMM). This has capacity 1500 x 1000 x 860mm and is housed in an environmentally-controlled room with programmer and operator support available 24x7 if required.

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TQS Profile: Who We Supply

Our extensive Client list continues to grow due to personal recommendations and currently consists of the following repeat Customers:

Direct Customers:

- Automotive Applied Technologies (Manchester)
- Merix (Hong Kong & China)
- FCI (Austria & Ireland)
- Leoni (Newcastle Under Lyme)
- Labone (Durham)
- Plastic Engineering (Leamington Spa)
- Plastic Omnium (Hams Hall, Telford & Measham)
- TRW Automotive (College Road, M/Green & Holford)
- Dyson (Birmingham)
- EPCOS (Austria & Croatia)
- GUL (Singapore & China)
- Lear Corporation (Coventry)
- Sacel (Italy)
- Textron (Wales & Warrington)
- Tyco (Brazil, Czech Republic, Belgium, Netherlands & UK)
- Esteban UK Ltd (Worksop)
- Grammer S.r.l. (Italy)
- A.P.L. (Middlesbrough)
- Plast Ohm (Sunderland)
- I.A.C. (Coleshill)

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TQS Profile: Who We Supply

Indirect Customers:

- Alumasc (Birmingham)
- WH Smith (Birmingham)
- Lander Carlisle (Birmingham)
- Brabant (Holland)
- International Rectifier (USA & Malaysia)
- Bristol Bending (Bristol)
- Viasystems (Holland & Japan)
- Honda (Sunderland)
- Vauxhall (Ellesmere Port)
- Toora (Italy)
- Murcotts (Birmingham)
- BPTe (Derby)
- Koito (Worcestershire)
- Mollertech (Wales)
- Phillips (Japan)
- J.S.T. (Suffolk)
- K.C.E. (Surrey)
- Technograph (Portsmouth)
- U.K.N.S.I. (Redditch)
- Trend Marine (Great Yarmouth)
- Lewmar (Portsmouth)
- Delphi (Gloucester)
- Ford (Dagenham)

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TQS Profile: What We Check

The majority of our Containment and Inspection Services includes Mechanical and Electrical types of products. The range of services that we have conducted includes:

Mechanical:

- Aluminium Castings
- Plastic Injection Mouldings
- Chromed Plastics
- Fasteners (Screws, Rivets & Bolts)
- Automotive Assemblies
- Seals
- Hose

Electrical:

- Printed Circuit Boards (PCBs)
- Mosfets
- Harnesses
- Bulbs
- Capacitors
- Electrical Connector Units
- Safety Critical Products

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TQS Profile: How We Do It

In order to meet the ever increasing demands of our Customers, we aim to consistently provide a professional sub-contract service and complete the desired tasks within the shortest timeframe. To this extent, our new personnel selection criteria will consist of:

Recruitment:

- Upon successful completion of recruitment practical testing, in accordance with TQS criteria.
- Following completion and verification of satisfactory Experience, Qualifications & References.
- After graduation of the TQS formal assessment, conducted after a 3 month probation period.
- Based upon recommendations from Automotive Manufacturers and Local Business Links.

As part of our continuous improvement philosophy, TQS recruit 16 - 21 year old school leavers and help them to achieve varying Modular Qualification programs, City & Guilds and NVQs in conjunction with our skilled Engineers. Inspection & Containment Services are initiated by the completion of a standard job-card, which is a prerequisite to ensure accurate compliance with the customer's specific requirements and to eliminate potential miscommunication of Inspection & Containment tasks. In order to maintain our high levels of service, our varied range of Automotive Engineers will:

Containment & Inspection:

- Continue to remain consistent within the job, to minimize potential variation.
- Be selected & matched according to skill-set levels.
- Conduct tasks on the basis of product knowledge and experience.
- Provide a standard summary Report at the end of each job, detailing PPM Trends, Inspected Quantities & Pareto of Failure Modes unless Customers have specific requirements.

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TQS Profile: How We Can Help

We can provide an effective and prompt Containment and Inspection Service to the Automotive, Aerospace and Marine Industry or Supply Organisation. This Service can be conducted at either the Customer's Facility or our Inspection Facility which will include the option of a Clean-room & Wash facility designed for the careful control of static and contamination levels. This is currently being developed and will increase the range of services we can offer.

Our sister company Direct Machine Tools (Midlands) are able to supplement on an Engineering and Machine Tool Basis, including Poke Yoke Design and Development to customer requirements.

Logistical and Storage solutions are offered using our warehouse facilities, located within the head office complex of TQS. A complimentary suite of Storage, Logistics and Distribution capabilities benefits many of our Customers who adopt Just In Time Policies.

Our Quality Engineers are available to support the customer or their supply chain in the development of strict procedures & disciplines required to control products or processes. TQS can offer expertise on either a sub-contract or residential basis within Europe.

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TQS Profile: Why We Are Different

We pride ourselves on being awarded repeat business through recommendations from our Customers. A recent internal analysis of our 100% success ratio for repeat recommendations, revealed that a large proportion of our work has been assigned as a direct result of Customer dissatisfaction with other Inspection agencies. Our commitment to Total Customer Satisfaction can be summarised as follows:

A Committed 2nd Party Service: 35-40% of our Customers use no other agency.

Customer Satisfaction: Positive comments are continually received confirming the effectiveness of our Containment & Inspection Services, using Cost Effective Solutions.

Rapid Support: Our range of Containment & Inspection Engineers based within the Midlands, present themselves to our Customers' sites usually within an hour of receiving a request for Specialist Assistance.

High Calibre Of Engineers: All our staff are carefully selected using Automotive Industry requirements.

Skilled personnel: A skill-set match against Customer requirements is conducted for every job.

Automotive Foundation: TQS Directors have experience & understanding of the industry.

Continuous Improvement Philosophy: Feedback from our Customers is encouraged and improvements are incorporated into our service accordingly.

Detailed reports: Our summary Reports provide trends and a pareto of failure modes.

Sequencing Facilities: Can be utilized to support Customers' line-side requirements.

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TQS Profile: Where We Are Going

TQS welcome constructive feedback to enable improvement and we are constantly being driven by our Customers to expand our level of service. Our medium term future plans consist of:

- **Controlled Rework Of Products:** An increasing number of our customers have indicated concerns arising from large levels of product scrap. We want to reduce our Customers' Waste and are therefore committed to looking at introducing Product Reclamation, within our Product Verification Processes.
- **Supplier Base Audits:** Our periodic Customer Reviews tell us that Control Of Processes are essential to maintaining and improving Product Quality. Our headway into introducing Supplier Base Audits will shortly be offered as a Service. This is in order to produce detailed and concise reports that establish the status and just as importantly, to make recommendations.
- **8-Discipline Resolution:** Over and above our Containment & Inspection Services, TQS are looking at the introduction of a full Eight-discipline Problem Solving Analysis and Resolution Service.
- **Customer Training:** Respect for our high standards in Containment & Inspection has led a number of our Customers to show an interest in the Training methods that we adopt. Our full suite of Automotive Standards Training is fast becoming the minimum entry level to the Automotive Industry.
- **Automated Inspection Service:** As an on-going requirement to reduce PPM levels, TQS have extensive experience with Automated Inspection Equipment and are now able to offer a comprehensive CMM-based Automated Inspection service, on a cost effective basis with programmer and operator support available 24x7 if required.

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Engineering Support (Tamworth) Ltd

Trading as Direct Machine Tools (Midlands)

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Engineering Support (Tamworth)
Trading as Direct Machine Tools (Midlands)

E.S. Profile: Who We Are

We are a specialist, flexible company, with a nucleus of experienced engineers, who are capable of handling mechanical, electrical, electronic, hydraulic and pneumatic machine design, build, rebuild, retrofit and repairs. Our fully mobile team can offer this capability both on or offsite.

We are situated on Tame Valley Industrial Estate in Tamworth. Our machine shop is 3,500 sq ft, and is fitted solely for the purpose of building and rebuilding machine tools and machinery to customer specifications.

We have AutoCAD design facilities, an electrical department, a comprehensive machine shop & paint shop, fabrication etc. on site, therefore only large machining and fabrication work is sub-contracted. This enables us to provide immediate response should you require technical support.

All our staff are familiar with large company procedures and practices and are fully conversant with preferred equipment specifications, process capability, production engineering, and re-tool for new components.

We have completed a variety of special purpose Machine Tool AutoCAD design & manufacture and re-build projects for major customers and would be happy to arrange a visit for you to view our machines in operation.

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Engineering Support (Tamworth)
Trading as Direct Machine Tools (Midlands)

E.S. Profile: What We Do

We offer a wide range of services as stated below:

Milling – (Manual and CNC)

Turning – (Manual)

Grinding – Surface internal and external

Welding – MIG using argon & mixtures and carbon dioxide

Design and Manufacture of Jigs and Fixtures – Poke Yoke

Full Special Purpose Machine Design and Manufacture

Full Decommissioning of all Machine Tool Installations, inc. all air and mains supplies

All Paint Spraying

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E.S. Profile: What We Do (cont'd)

Machine Shop Capacities

Surface Grinding	11" x 26" x 10" (280 x 660 x 254)
External Grinding	10" x 40" (254 x 1016)
Horizontal Milling	36" x 24" x 24" (915 x 610 x 610)
Vertical Milling	24" x 38" x 14" (610 x 965 x 355)
Jig Milling / Boring	36" x 24" x 24" (915 x 610 x 610)
CNC Turret Milling	54" x 10" x 17" (1372 x 254 x 432)
Turning	21" x 60" (530 x 1500)
Paint Spray Booth	15' x 15' (5m x 5m)
Crane Capacity	5 tonnes