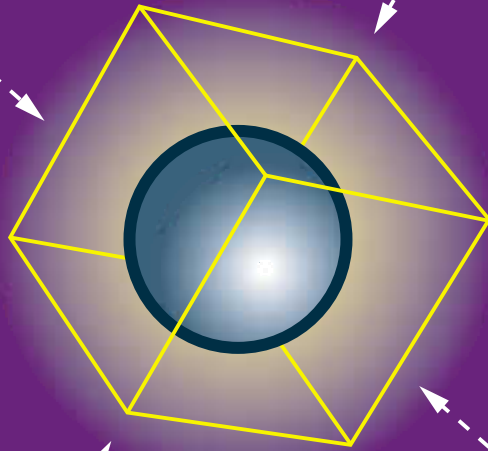


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# INTRODUCTION



**TMLi**

C A S E

W O R K

SOLUTIONS

TMI CARES

# INTRODUCTION

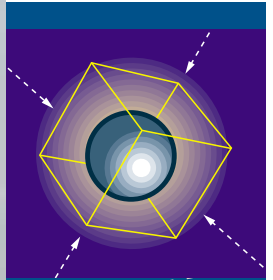
Excellence is an attitude. An issue of character. A definition of culture. At TMI Systems Design Corporation, excellence is an ever-present, unyielding, absolute value. It is the standard by which we design, engineer, and build laminate casework, architectural woodwork, and countertops; the expectation in how we serve our customers, regard each other, and live as a corporate citizen.

Through relentlessly pursuing excellence for over three decades, TMI has become the largest laminate casework manufacturer in America. Our innovative application and integration of fixed modular, flexible rail-mounted, mobile and custom casework solutions continue to set new industry trends.

In addition, TMI architectural woodwork and countertops further unify interior design with overall building architecture. We custom design, engineer, and build architectural woodwork components and countertops to be compatible with new or existing casework, giving each facility an integrated appearance.

TMI takes into account all the human elements that go into the surroundings. We strive to harmonize the specific work activities with each work environment. Our casework durably withstands work processes, comfortably supports human interaction, and attractively enhances work environments.

# PERFORMANCE



EXCELLENCE IS  
IN THE DETAILS.

WE APPLY THE  
**B** SAME STRINGENT  
STANDARDS OF  
— PERFORMANCE TO —  
ALL ACTIVITIES.

The performance of our company is measured in two ways. First, it is defined by the quality of our work. TMI casework, architectural woodwork, and countertops must look good and perform well for years beyond the date of installation. Relentlessly, we pursue outstanding craftsmanship and durability. Second, our performance is measured by the work process itself.

We ensure that every step from shop drawings to delivery goes as smoothly as possible.

**Z** We even operate our own transport company, TMI Transport, with a fleet of tractors and air-ride furniture vans. **Y** Our own professional drivers make certain that our products arrive on time and damage-free.

**Q**

# PHILOSOPHY



INSPIRATION,  
PERSPECTIVE,  
COMMITMENT  
ARE GLEANED  
FROM OUR  
ENVIRONMENT  
ADJACENT TO  
THE BADLANDS  
IN WESTERN  
NORTH DAKOTA.

Character and integrity stem from common roots. At TMI, we believe both are defined not only by what we do, but by how we do it. To us, the ethics by which we conduct our business are every bit as important as the business itself. And since we believe that all business is really about people, we have chosen to embrace caring as our corporate mission. We care about our customers, our employees, our suppliers, and our local and global communities. We care about how our actions and decisions touch the lives of other people. And we care about the example we set and the legacy we leave for future generations.

To give this maxim breath throughout our organization, we conduct a monthly company luncheon meeting. All employees are invited and encouraged to participate as we share information and confront business challenges. Financial information is analyzed, sales statistics reported, production objectives set, and current issues discussed. We often invite customers, outside experts, and guests to join us for Company Lunch and share insight on customer needs, industry trends, projects and forecasts. These monthly meetings began in January, 1979 and continue uninterrupted today, focusing our people on our mission of caring and on our vision of becoming a world class manufacturing company.

# PRINCIPLES OF TMI

**OUR DAILY BUSINESS  
ACTIVITIES ARE GUIDED  
BY A SET OF SEVEN  
VALUE STATEMENTS  
DEVELOPED AS PART  
OF OUR "TMI CARES"  
COMMITMENT. WE  
BELIEVE IN THESE  
PRINCIPLES SOUNDLY,  
AFFIRMING THAT THE  
MANNER IN WHICH WE  
CONDUCT OURSELVES  
AND OUR BUSINESS IS  
AS IMPORTANT AS THE  
BUSINESS ITSELF.**

All people are good.

People, workers, management, and company are all the same thing.

People have a right to know and a responsibility to understand the essence of the business.

Every employee must contribute to, and benefit from, the success of the company.

Business will never be any simpler than what it is today.

Integrity in all that we do.

The customer comes first.



TMI EMPLOYEES  
HAVE INTEGRATED  
COMPUTERS  
INTO MOST DAILY  
ACTIVITIES, ENABLING  
US TO TAKE MAXIMUM  
ADVANTAGE OF  
TECHNOLOGY AND  
ACHIEVE EFFICIENCY  
ON BEHALF OF OUR  
CUSTOMERS.

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We want every experience with TMI to be positive. We want it to be pleasant, satisfying, and whenever possible, impressive. Customer feedback consistently indicates that we do, indeed, excel in the areas of service and response.

Such a reputation hasn't been achieved without hard work and dedication. We have carefully selected outstanding people and we have challenged them with thinking and acting in our customers' best interests. By working in teams, we share our collective knowledge and experiences to achieve the best results possible for our customers. We have empowered our people to quickly respond to customer questions and concerns with decisions and actions.

In addition, we support our people with a company-wide commitment to the forefront of technology. It is imperative, we feel, that TMI employees have the tools, the training, and the technological resources to be the most efficient and effective in our industry. As an example of this commitment, all employees are entrusted to enter their own payroll hours electronically, eliminating the need for time clocks.

We also embrace our responsibility to serve our local and larger global community. We strive to preserve and protect the earth and its elements by using materials and processes that are environmentally friendly. And we work diligently to ensure that our activities have a positive impact on the world.

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STORAGE SPACE WITH  
SOFT, YET ENERGIZING  
LAMINATE COLORS  
HELPS CREATE AN IDEAL  
HEALING ENVIRONMENT  
FOR CHILDREN AT  
AKRON CHILDREN'S  
HOSPITAL, AKRON, OHIO.

B

At TMI, we combine fixed modular, flexible rail-mounted, mobile and custom casework with architectural woodwork and countertops to create environments which are durable, functional, flexible, and very attractive.

All TMI casework is highly engineered and manufactured using the industry's most sophisticated computerized manufacturing system to ensure precision and accuracy. Doors fit tightly. Drawers slide smoothly. And hinges and pulls line up correctly.

Within our architectural woodwork division, skilled and accomplished craftsmen work with laminates, woods, solid surfacing and other materials to create impressive designer elements. Applications of color, texture, shape, and size are limited only by the imagination.

We adhere to our industry's highest professional standards of excellence, including Premium Grade certification by the Architectural Woodwork Institute (AWI). Our products are tested to meet the Scientific Equipment and Furniture Association's (SEFA) standards, and we have been accepted as an associate member of the Woodworking Institute of California (WIC).

In addition to meeting or exceeding the highest industry standards, we stand behind our products and workmanship with a lifetime guarantee and limited warranty.



ARCHITECTURAL  
WOODWORK  
INSTITUTE





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