

TRANSCAT Quality Survey Response

Due to the large number of vendor surveys and evaluations Transcat receives from our customers, it is not practical to individually tailor our response to your forms. We have designed this response to fit the majority of the questions we are asked in regards to our Quality System, ISO 9001 compliance and calibration services.

Established in 1964, Transcat, Inc. is headquartered in Rochester, New York. Transcat currently employs over 400 people in the U.S. and Canada. There are two primary areas of operations: Test Instrument Distribution and Calibration/Compliance Services/Repair Services.

Our customers are primarily Fortune 500 Companies involved in the chemical, petrochemical, pharmaceutical, medical device, manufacturing, automotive, aerospace, pulp and paper, food and beverage industries.

Transcat has facilities located in Boston, MA; Charlotte, NC; Dayton, OH; Denver, CO; Houston, TX; Los Angeles, CA; Nashville, TN; Philadelphia, PA; Phoenix, AZ; Rochester, NY; St. Louis, MO; Portland OR, Ottawa, ON, Canada; San Juan, PR.; Lincoln, MT; Toronto, ON, Canada, Montreal, QC and New Berlin, WI.

Transcat Quality System

- A) Calibration verification procedures and calibration adjustment procedures derived from recognized national or international practices, or from applicable manufacturer's instructions.
- B) Calibration system compliant as applicable, to MIL 45662A, ANSI/NCSL Z540-1-1994, ISO/IEC 17025 and ISO 10012-1:1992.
- C) Use of physical standards of adequate accuracy — typically 4:1 standard to unit under test (TUR) ratio.
- D) Use of controlled calibration, verification, and operations procedures.
- E) Personnel qualified and trained in the work they do, including documented qualification procedures, and written and practical verification exams.
- F) Standards traceable to SI units through NIST, equivalent national or international sources, or physical constants, as appropriate to the measurement parameter.
- G) Physical environment control during calibration as appropriate and ESD protection in place at workbenches in the Labs and receiving areas.
- H) Adherence to appropriate intervals of calibration for standards, based on NCSL RP-1.
- I) Calibration tolerances based on original manufacturer's specifications, general interval method, generally accepted practices, or on customer specifications.
- J) Records maintained of the calibration and maintenance history of each standard, as well as which customer calibrations it performed and procedures employed.
- K) Proper and careful storage, handling and shipping of customer equipment to avoid any adverse impact on the instrument or its calibration.
- L) Calibrated items labeled for identification and the calibration access sealed (instrument design permitting).

- M) Documented procedures for customer notification of out-of-tolerance conditions on the customer's equipment, and notification of any out-of-tolerance conditions discovered on a Transcat standard, which could affect the validity of a customer's calibration.
- N) Regular and frequent internal audits of the Quality System components.
- O) Contract review with qualified salespeople, and on-going status updates for any changes to the initial contract, either in price or delivery.
- P) Calibration certificates compliant with the requirements of ISO/IEC 17025.

Transcat Service

All Calibration services performed by Transcat Personnel — whether in one of our facilities or at a customer's site are covered by our Scopes of Accreditation found on our website www.transcat.com. Our Quality Manual, is also available on our web site under the Calibration section.

In order to provide our customers with the most consistent and timely service, Transcat has developed CalTrak®, our proprietary software, to maintain the record-keeping and data-recording aspects of the calibration process. This software is used by every technician on every job, whether in our calibration laboratories or at a customer's facility. The certification results stored in CalTrak are available to our customers via the World Wide Web (<http://www.transcat.com/>) on our CalTrak On-line system.

As part of Transcat's calibration services, we notify each customer at the requested recalibration interval of any instrument calibrated by one of our facilities.

All technicians go through the same training and qualification process. All calibration laboratories operate under the same Quality System and operational procedures. This ensures consistent service, regardless of which facility processes the equipment.

To aid in our ability to provide exceptional service and turn-around of customer owned equipment, we request that our customers call 800-828-1470 or send a request to sales@transcat.com for a Service Order number, prior to sending in equipment.

Company and Additional Information

Transcat, Inc. is a leading global distributor of professional grade test, measurement, and calibration instruments and a provider of calibration and repair services primarily throughout the process, life science, and manufacturing industries.

Transcat is a publicly held corporation listed on the NASDAQ SmallCap Market System as TRNS. Listed below is some other general information about our company:

	U.S.	CANADA
Mailing Address:	Transcat, Inc. 35 Vantage Point Drive Rochester, NY 14624	Transcat (Canada), Inc. 4043 Carling Avenue, Ste. 110 Ottawa, Ontario K2K 2A4
Remittance Address:	Transcat, Inc. PO Box 62827 Baltimore, MD 21264-2827	Transcat (Canada), Inc. PO Box 3588 Postal Station A Toronto, Ontario M5W 3G4
Telephone:	800-828-1470 / 585-352-9460	
Fax:	800-395-0543 / 585-352-1738	
Web site:	http://www.transcat.com	
E-mail:	sales@transcat.com	
# of Employees:	450 (as of 10/07/2014)	
D&B#:	00-246-4964	
Federal Tax ID#:	16-0874418	
GST#:	R105349013	
SIC Code:	5049 (product distribution), 7699 (calibration service)	
NAICS Code:	425110 (product distribution), 811219 (calibration service)	
Freight Policy:	Prepaid & add, or collect - FOB Shipping Point	
Payment Terms:	Net 30 days, COD, Cash in Advance, MC, Visa, AMEX, and Letters of Credit	
Terms & Conditions:	www.transcat.com/about/terms-conditions.aspx	
Corporate Officers:	Charles P. Hadeed	Chairman of the Board
	Lee D. Rudow	President & CEO
	John J. Zimmer	Vice President- Finance & CFO
	Michael Craig	Vice President, Human Resources
	Rainer Stellrecht	Vice President, Lab Operations
	Jay F. Woychick	Vice President, Inside Sales
	Mike West	Vice President, Marketing
	Scott Sutter	Vice President, Outside Sales
	Rob Flack	Vice President, Business Development
	Jeremy Sims	Quality Manager
	Derek C. Hurlburt	Corporate Controller

Note: Due to its proprietary nature, our customer list is not available