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Welcome to the second edition of our newsletter and thank you very much for the positive feedback that we have been given. We sent out just under 1000 copies of our Christmas 2016 edition and each month more names are being added. If you know of any colleagues who would like to receive a copy then please email Debbie Sargeant - [debbie.s@mtick.co.uk](mailto:debbie.s@mtick.co.uk) or Leanne Mepham - [leanne.m@mtick.co.uk](mailto:leanne.m@mtick.co.uk) so they can be added to our database.

Being a proactive British manufacturer we have always listened to our customers and tried to bring the customers' needs to life. As most of you are aware Microtech is quite unique in having bespoke software to run our business. Further details can be found on our website [www.mtick.com/services/mentor-production](http://www.mtick.com/services/mentor-production). I would also like to inform you about our 'secure client access' that you, as our customer, will shortly receive access to through our website - further details on this can be found, including how to gain access, later in the newsletter.

Q1 2017 has exceeded all expectations so far, with new and existing customers alike. I would like to personally thank you for choosing Microtech Electronics and look forward to building on our already successful business relationship

Simon Thomson

Managing Director

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**Client Access**

We have now created a ‘secure client access’ so our customers can see into our business and review and create RMA’s, new and previous quotations, current production schedule including dates and it has the ability to pass large files between both companies. Over the next quarter Debbie and Leanne will be in contact with you to set up your company and to explain how to use it. We will pass the details to our main point of contact within your within your company.

Open [www.mtick.co.uk](http://www.mtick.co.uk) and select “client portal” from the “contact us” menu



Enter the 2 digit lower case customer code supplied by Microtech.

Enter the user name and password supplied by Microtech

Select desired information

**IPC**

In April 2016 Graham Mills (Production Director) and Adrian Grocott (Quality Manager) completed their IPC-A-610 recertification as Certified IPC Trainers (CIT).

In February they also completed the ‘Additional IPC Essentials’ Certificate.

This allows both Graham and Adrian to train students to become IPC-A-610 Certified IPC Specialist (CIS).

Training employees as Certified IPC Specialist (CIS) allows them to understand the acceptance criteria for Acceptability of Electronic Assemblies.

If you would like further information on this or to discuss specific training requirements for your employees please contact either Graham Mills ([graham.m@mtick.co.uk](mailto:graham.m@mtick.co.uk)) or Adrian Grocott ([adrian.g@mtick.co.uk](mailto:adrian.g@mtick.co.uk))

**Customer Success Story**

Employing around 40 people this company specialises in high end movable surveillance cameras. Using the Far East for volume manufacturing they have been using a UK CEM for prototypes and small volume manufacturing.

However over the past year they have been experiencing consistently late deliveries from the UK CEM and decided to review the situation.

After visiting the customer and subsequently the customer auditing our facility, we received our 1<sup>st</sup> order from them in March.

This is just one of the 5 new customers that we have received this quarter

**Significant Birthdays this quarter**

January

Adrian Grocott - Quality Manager (50)



February

Graham Mills - Production Director (60)



Michele Drew - Senior Buyer (50)



**Have Your Say**

Tell us what you would like to see in our newsletter



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