



**When the RAC break down,  
who do they call?**

**TMS Europe of course!**

When a temperature recorder / controller critical to the manufacture of windscreens at RAC AutoWindscreens Division failed on a Friday evening, who did they call? None other than TMS Europe Ltd!

The recorder / controller was critical to their ISO 9000 quality program and so we responded with the utmost urgency. An engineer was dispatched and was on-site within hours of the call and the fault was quickly diagnosed. However, the necessary parts would take 2 to 3 weeks to be delivered by the manufacturer.

Understanding our customer needs is essential and we were able to minimise their disruption by installing a hire unit from stock, enabling them to continue the weekend production run.

**So you see, it's true. Often to our customers we are the 1st  
Emergency Service!**

