

Intraline^{inc.}

The TL 9000 did increase our business. We are doing business with new customers that have stated that TL 9000 built confidence in Intraline's capabilities to meet their demands with high quality and using sustainable methods.

Due to the TL 9000 process, our company expanded the breadth and depth of the services we offer to our customers. The TL 9000 process was beneficial in our recent expansion into providing a complete set of Integrated Supply Chain (ISC) Solutions. Intraline ISC solutions fall into eleven categories as follows; Leadership Solutions, Supplier Solutions, Logistics Solutions, Transportation Solutions, Quality Solutions, Materials Management Solutions, Cost Solutions, design Solutions, Technology Solutions, Diversity Solutions, Support Solutions and Education Solutions. Our employees have embraced TL 9000 and integrated the process with our service offerings to our customers.

Two additional benefits of TL 9000 is the focus it has created within Intraline on continuous improvement and internal collaboration. Intraline's TL 9000 team leader continues to involve all employees and measure their success. This has allowed our employees to focus on customers and respond to customers need as quickly as possible. Intraline also invested in new IBM servers to further integrate our back end system, so that information is readily available. Intraline servers integrate with our customer's ERP systems to receive purchase orders electronically, provide reports, access live data and process EFTs (Electronic Fund Transfers).

Intraline's customer satisfaction improved because we are now measuring our processes that impact our customers. Measurement gives us the ability to provide information on customer orders very quickly and with more accurate detail.

Our company is enjoying cost reductions because we were able to reduce waste and streamline our process. We have also noticed that our profit margin has increased.

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