



**NEWS
LETTER
SEPTEMBER
2019**



METROLOGY

The 3rd quarter just finished and our metrology department have a lot to share for their success and achievements. Our metrology department just received a new torque wrench calibration system that they managed to set up and calibrate few torque wrenches as per new standard. Hardik also managed to transfer data from the machine to an excel and a sample CI app. Since we have started the quarter with some techy and innovative upgrades, our metrology department ceased the moment to achieve more. We now have new NATA balance template with an updated format, new NATA mass calibration template with reduced uncertainty including Reg 13 calibration, a new template for AMSL which allows technicians to enter data by tick boxes , can send a service or calibration report for each equipment directly to the customer. Lastly, the metrology department managed to solve issue of higher uncertainty of calibration at high range for POVAs, purchased new equipment to finalise

NATA calibration.

Of course, it is common to experience some challenges as we upgrade. The metrology department experienced challenges such as consuming too much time working around with the new type of equipment and system, understanding uncertain calculations from the old template, calibration of reference masses and updating lookup-table, limitation in the Filemaker when sending reports and performing experiments to collect data for justifying the MU budget.

We can expect a lot more for the 4th quarter. The metrology department will write a formal procedure for calibration of torque wrenches as per ISO - 6789-1 and extending to ISO 6789-2. Preparing to apply for NATA on torque wrenches. Apply for editorial revision for balance with reduced MUs and for mass with reduced MUs. Design a summary report which can be sent to customer instead of all reports and lastly, apply for NATA on POVAs

SALES

What else do we need to start a new financial year? We need a good start. We managed to close out some big sales still at the start of the new financial year which helped kick off the year to a good start. Succeeded in exclusive deals with Icanclave and Biobase and Sinno Instruments. We have implemented a new dashboard, extended training to some of the sales tam to products and process and secured a few new contracts such as Canon Medical.

This quarter, our sales-team gave us a great show of their achievements as they faced some challenges as well. The notes in the system are not being updated as required and it has become clear that as a sales team a complete restraining modules will need to be set out and used to ensure all processes from all sales

teams become uniform. Not enough appointments are being made and conversion rate is only average and CI Scientific have lost many sales and our process after during and before a sale are not working well as they could. Some our resellers braking our agreements and trying to bypass us as the supplier and market prices on autoclaves falling to new low

On the next quarter, we can expect these for our sales team: full training modules to be rolled out fro all the sales and the customer service team. New model ICANCLAVE to come to the market with touch screen and service interlock, this will be rolled out for the lab and the medical series. New machine for testing plastics from interpol to be brought into the fold for James portfolio



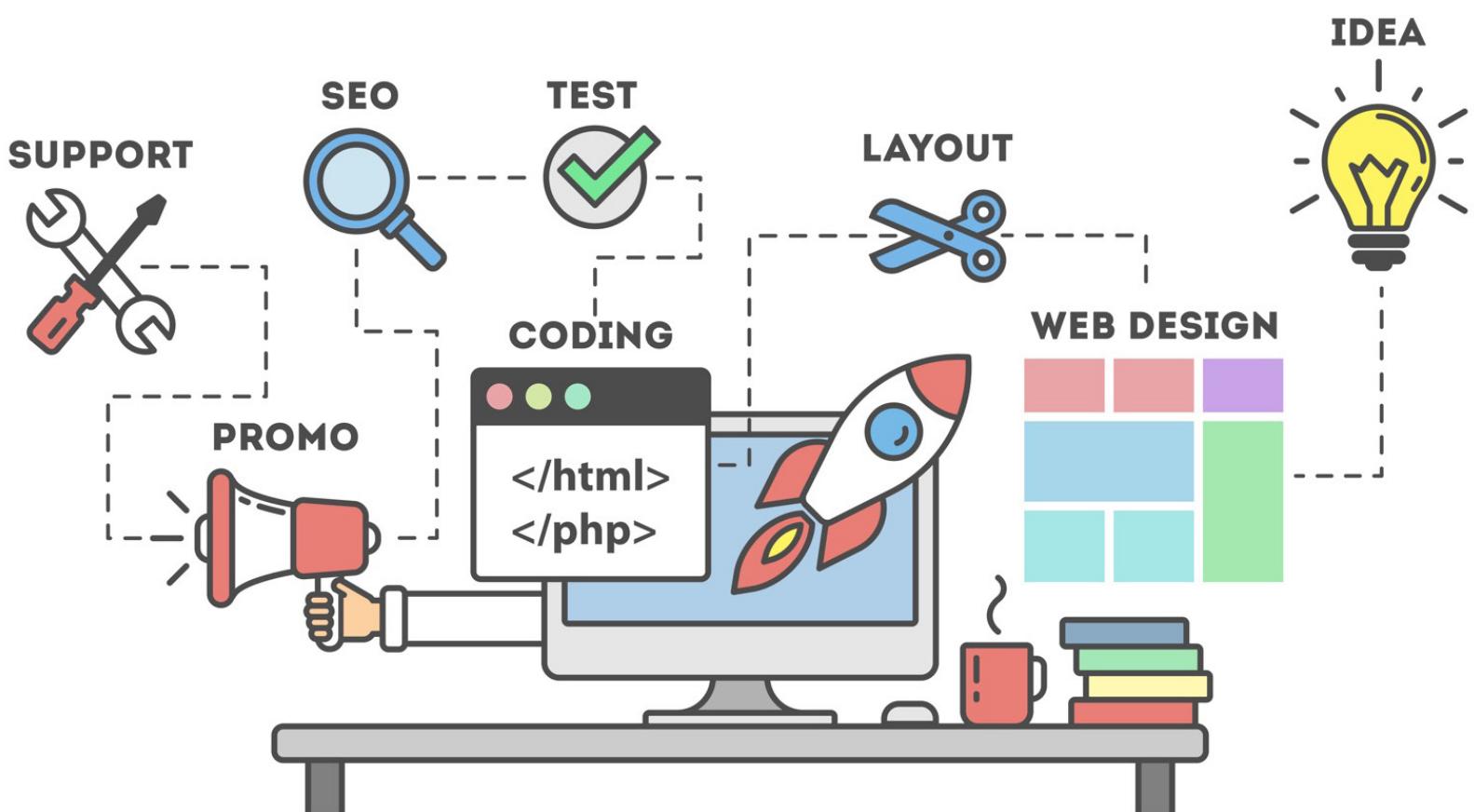
WEB DEVELOPMENT

This quarter, our web developer focused on updating the pricing in Filemaker and moving forward by starting to create a newly designed and improved website for CI scientific.

Our web designer has likewise confronted a few difficulties this quarter, Dale experienced troubles with codes and having a lot of push and pull in launching the website as we aim it to make it easier to manipulate

and easier to use for our web visitors.

This coming quarter, Dale is doing innovative work for our new ecommerce stage. We can expect a new CI Scientific website, a new filemaker CRM sales dashboard and teh launch of multiple websites for new acquired companies.



MARKETING

CI Scientific started to facilitate webinars to present certain equipment to increase sale conversion. For the 2nd quarter, we facilitated a webinar for Frigortec's Granifrigor. Results for the Granifrigor webinar was alright and the replay for the webinar is used as a selling point to our customers. For the 3rd quarter, we conducted a webinar for Brabender's Viscoquick. With the help of our partner, the webinar gained good results as we had more viewers and they are also participating actively. We have started sending customer feedback survey for this quarter and we do it weekly and we have received good feedback from some of our clients. Our social media presence gave us opportunities to reach new customers. 3rd quarter calibration promo gave us good results. We were able to reach old customers through our email campaign and some of the customers that we didn't service for quite some time started booking some of their equipment for service. We attended 2 conferences this quarter that gave us the opportunity to promote and have a live demo. We presented the Aquatrac and the Viscoquick during the AGSA 2019 conference then we presented the SpectraAlyser during the NIR 2019 conference.

Here are some of the challenges we've faced for this quarter: preparation for our webinars are still a challenge as there are time differences between us and the supplier, we tend to have less practice time as the presenter takes a

bit of time to be familiar of the platform we use. The need to keep on sending constant reminder to our existing clients who we sent the feedback form. Trial and error for the torque wrenches calibration keywords to avoid irrelevant clicks. Having a bit of trouble with the price matrix as we will have to request for a quote from our competitors. The email template's done so we sent 1 email and the competitor called asking for further details regarding the company.

You can expect the following this coming quarter: Autoclave services referral program to be sent to our existing clients under Autoclave Australia. Clearance Sale promo for our autoclave consumables to get more online sales. Will be data mining emails of companies for the promotion of the Nitrile Gloves. Will be sending an email campaign to the contacts we data mined and offer a introduction offer for the gloves and a bundle offer for the Autoclave consumables. Still under planning but we aim to have a live demo/webinar for the SpectraAlyser. Planning on sending the invitation to clients we still haven't closed the deals yet and to the data-mined contacts. Google Adword campaigns will have additional services under the 'CIS calibration' ad campaign. We have added the torque wrenches this quarter, we will be adding 2 more for the next quarter. Will also add a few targeted locations to the ads so that we can have leads from the Australasia region.





This quarter, our I.T developer focused on improving our CRM. Our I.T developer released app version 3.47, released service pricing templates, added sales & service dashboards, changed purchase orders to MYOB and included new calibration and preventative maintenance templates.

You can expect the following this quarter: client equipment portal and Filemaker guides and screen recording for handover.



ACCOUNT MANAGEMENT

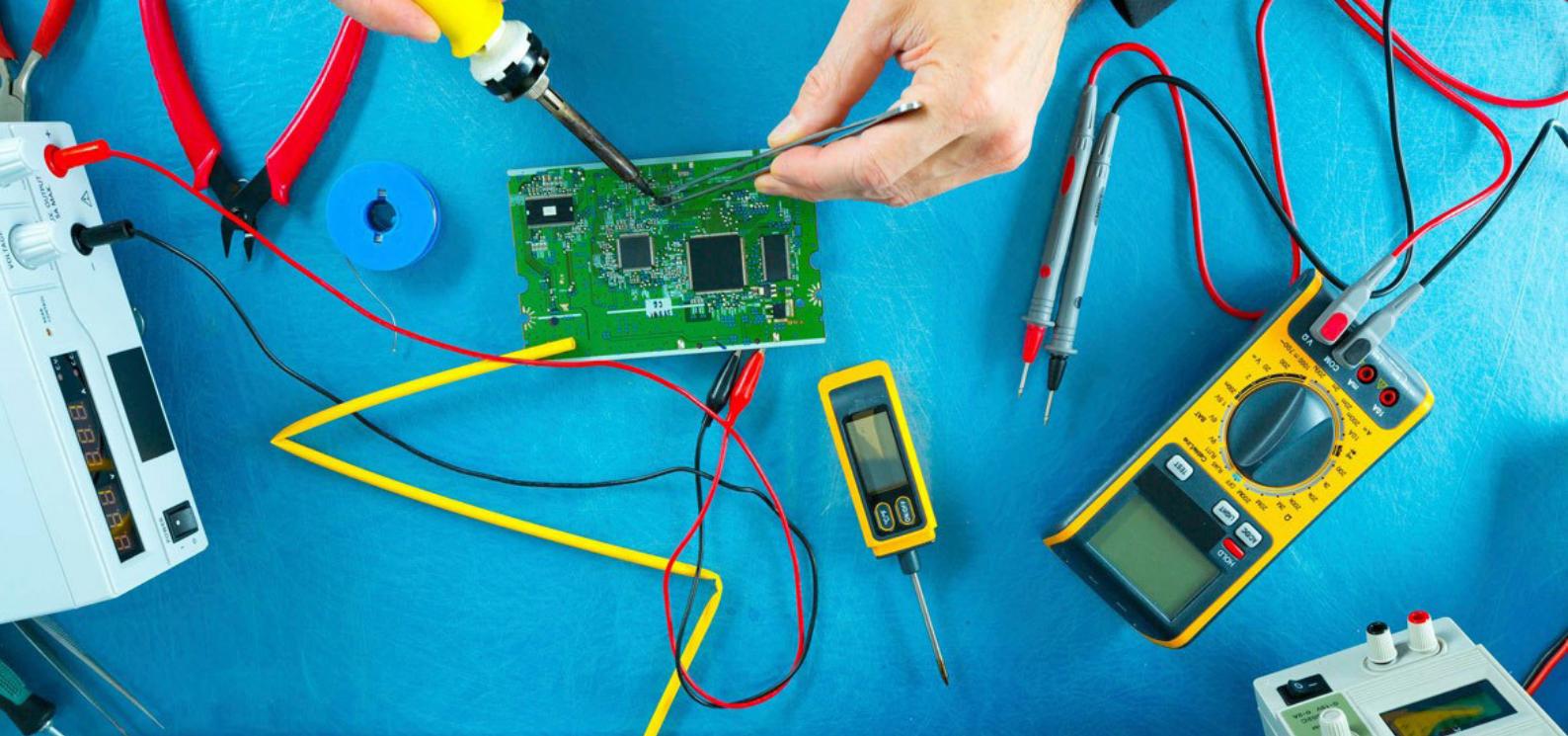
Account management's not an easy task but Kristina was able to achieve a lot this quarter. For the 3rd quarter, purchase order numbers can now be directly transferred to MYOB from FMP which saved a lot of times for the account management department. We had started training interns this quarter and so far all of the interns have been great, with positive attitudes and are picking up using FMP and MYOB. It's sad to see them rotate out.

Moving forward, our accounts department also experience challenges

for this quarter. Invoicing repairs is still a challenge as not enough information is provided and times are not included or undercharged. Waiting for reports to be handed in so that we can either pass on to customers or invoice. Standard pricing templates have been implemented but nobody really knows whats to do or how to use them. The constant battle of balancing incoming and outgoing incomes for our cash flow.

Expect the release if standard pricing templates for the 4th quarter. Our aim is to continuously improve our system and keep moving forward as we achieve more than what we have.





SERVICES

Our service team constantly amazes us with their achievements every quarter. In Victoria, we have secured calibrations with Tieman Tankers, we have purchased a laser engraver to automate dipstick manufacturing process. In New South Wales, we have started calibrations for Canon and we now have in house calibrations.

This quarter, we have a bit of challenges for both states. In Victoria, we are having challenges for our turn around

time on dipstick manufacturing. In New South Wales, some of our technicians are away for training or are in overseas jobs. Having problems with standard pricing templates when doing quotes. Facing problems in scheduling AMSL when we have to as our technicians that can do the job are already booked for other jobs.

This coming quarter, we can expect the installation of laser engraver for Victoria and KIW merger. For New South Wales, we will be starting of Papua New Gunniea calibrations.



CI SCIENTIFIC

"WHERE MEASUREMENT IS PARAMOUNT TO SUCCESS"

