2026 FALL CUSTOMER TRAINING

Participants

September 21-23, 2026 | Dickinson, North Dakota

10 customer attendees + 2 TMI Specialty Contracting attendees

CUSTOMERS

STEVE WARD & ASSOCIATES

Stephen Ward
President

Andrew Ward
Chief Executive Officer

Eddie Brewster
VP Operations

Bradley Minnigan
Project Manager

Alex Huddleston
Project Manager

Dallas Phipps
Estimator

DECO ASSOCIATES

Ross Naylor
Estimator

METEOR EDUCATION + BLANKENSHIP ASSOCIATES

Kellen Anders
Controller

INSTITUTIONAL PRODUCTS

Joseph Davis
Project Manager

Lani Navaille
Estimator

TMI SPECIALTY CONTRACTING

Kevin Brown
Project Manager

Matt Trebesch
Project Manager

2026 FALL CUSTOMER TRAINING

Monday

September 21, 2026

Opening session and welcome dinner

3:30 - 4:30 PM

Opening & Welcome

Location: Board of Director's Room

A review of TMI's history, culture, mission statement, business principles, and operating strategies with an industry overview and a look to the future.

PRESENTER

Cory Bittner
Vice President

TMI ATTENDEES

Tom Krank
Senior Vice President & GM

Wallace Twist
National Business Development Manager

Brian Morey
Estimating Manager

Erin Humphrey
Accounting Manager

6:00 - 8:00 PM

Dinner & Social

Location: PHAT Fish Brewery

Join the TMI team and fellow attendees for dinner, conversation, and an opportunity to connect before Tuesday's training sessions.

TMI ATTENDEES

Tom Krank
Senior Vice President & GM

Cory Bittner
Vice President

Wallace Twist
National Business Development Manager

Stephanie Badger
Advanced Marketing Specialist

Brian Morey
Estimating Manager

Brennan Yoder
Senior Estimator

Sergio Martinez
Customer Service Manager

Jacob Burckhard
Project Coordinator

Matt Trebesch
Project Manager

2026 FALL CUSTOMER TRAINING

Tuesday

September 22, 2026

Morning sessions

8:00 - 9:15 AM

JSEPP/M1/Technology Demo

Location: Classroom

TMI technology including the JSEPP configurator process, AutoCAD interface, Cabstract, PDM, Ardis, and M1, including factory scheduling and the integration necessary to serve the TMI customer.

PRESENTER

Tom Krank
Senior Vice President & GM

TMI ATTENDEE

Brian Morey
Estimating Manager

9:15 - 10:30 AM

Sales & Marketing

Location: Classroom

An overview of TMI's "Go To Market Strategy" and what makes TMI uniquely different from our competitors. This session will cover the 2026 AIA/CES & IDCEC architect presentation, TMI website, Customer Portal, and strategic sales support information used in positioning TMI.

PRESENTERS

Wallace Twist
National Business Development Manager

Stephanie Badger
Advanced Marketing Specialist

10:30 - 10:45 AM

Break

Take a short break before the next training session.

10:45 AM - 12:00 PM

Casework & Subcomponents Factory Tour

Location: Casework Production Floor

Receiving, lamination, cutting, sorting, boring, doweling, edge-banding, CNC, assembly, hardware, bar-coding, shipping, drawer box components, toe kick assembly, and AWI standards for acclimatization control.

TMI TOUR GUIDES

Sergio Martinez
Customer Service Manager

Jason Dohrmann
Engineering Associate

Brian Frank
AWD Engineering Associate

Wallace Twist
National Business Development Manager

Jacob Ridl
Project Coordinator

Justin Berger
AWD Engineering Associate

12:00 - 1:00 PM

Lunch

Location: All In Events & Catering

We'll walk over together from TMI.

TMI ATTENDEES

Brennan Yoder
Senior Estimator

Jason Dohrmann
Engineering Associate

Stephanie Badger
Advanced Marketing Specialist

Brian Frank
AWD Engineering Associate

2026 FALL CUSTOMER TRAINING

Tuesday

September 22, 2026

Afternoon sessions

1:00 - 2:15 PM

Countertops & Architectural Woodwork Factory Tour

Location: Countertop & Architectural Woodwork Production Floor

AWI quality standards and material selection, veneers, solid core, solid surface, lamination, vacuum forming, hot melt, and hand application of various edging. CNC cutting, shaping, fitting, stain finishing, acclimatization and dust control, assembly, packaging, and shipping.

TMI TOUR GUIDES

Sergio Martinez
Customer Service Manager

Wallace Twist
National Business Development Manager

Jason Dohrmann
Engineering Associate

Jacob Ridl
Project Coordinator

Brian Frank
AWD Engineering Associate

Justin Berger
AWD Engineer

2:15 - 2:30 PM

Break

Take a short break before the final afternoon sessions.

2:30 - 3:45 PM

Estimating Process

Location: Classroom

Bid request form, pre-estimate review process, estimating timeline, reducing risk, specification review, scope of work, understanding the proposal, budget pricing guidelines, review of formulas used to establish TMI pricing, value engineering capabilities, and TMI preferred product mix review.

PRESENTER

Brian Morey
Estimating Manager

TMI ATTENDEE

Brennan Yoder
Senior Estimator

3:45 - 5:00 PM

Engineering & Quality Review

Location: Classroom

In-depth review of TMI's shop drawing submittal and quality review process utilizing AutoCAD and Inventor technology. Discuss certified projects and TMI's Request for Approval (RFA) process, detailed factory documents, re-engineering requests, and file-sharing communication.

PRESENTERS

Mark Fox
Engineering Manager

Scott Heckaman
AWD Product Line Manager

6:00 - 8:00 PM

Dinner

Location: Blue 42 Sports Bar & Grille

TMI ATTENDEES

Cory Bittner
Vice President

Brian Morey
Estimating Manager

Garrett Kendrick
Project Coordinator

Jacob Burckhard
Project Coordinator

Brennan Yoder
Senior Estimator

Matt Trebesch
Project Manager

Stephanie Badger
Advanced Marketing Specialist

2026 FALL CUSTOMER TRAINING

Wednesday

September 23, 2026

Final training sessions and departures

8:00 - 9:15 AM

Customer Service & Project Coordinator Process

Location: Classroom

Understand TMI's production phases, grain direction, and customer service process for revisions, approval drawings, color selections, and field dimension releases. This session will also cover the flow of communication for production details and scheduling requests, along with the post-order Customer Portal, forms, release guide, re-engineering requests, escalation process, and back-charge policy.

PRESENTER

Sergio Martinez
Customer Service Manager

TMI ATTENDEES

Garrett Kendrick
Project Coordinator

Jacob Burckhard
Project Coordinator

9:15 - 9:30 AM

Break

Take a short break before the final scheduled training session.

9:30 - 10:30 AM

Logistics, Transport & Scheduling

Location: Classroom

Learn more about TMI's over-the-road transportation operation, including hours-of-service regulations, electronic bills of lading, and trailer features. We'll review weekly upcoming and confirmed delivery notices, how to communicate delivery requests, stored product opportunities, and the process for reporting damaged or missing products to Customer Service.

PRESENTER

Cory Bittner
Vice President

10:30 AM	**Departures & Optional Management Discussion** The formal training schedule concludes at 10:30 AM for attendees who need to depart. Those able to stay are welcome to make arrangements to meet with members of TMI management for additional discussion, questions, or follow-up conversations.