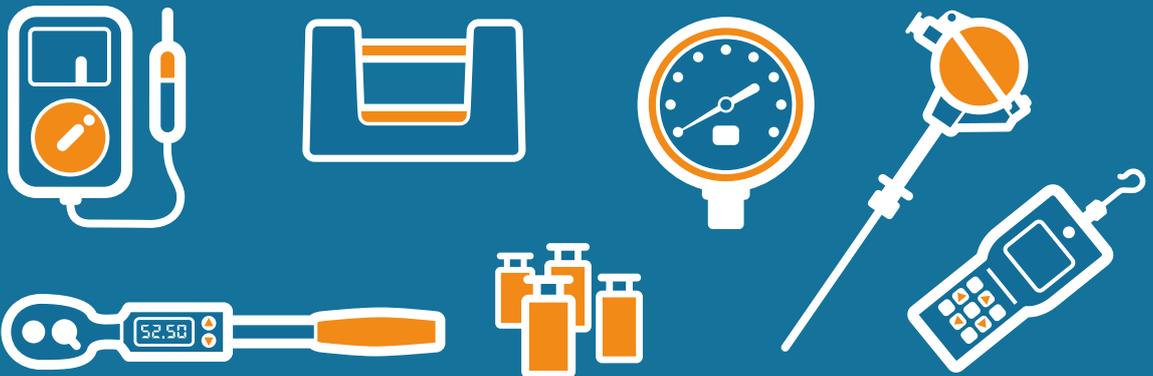
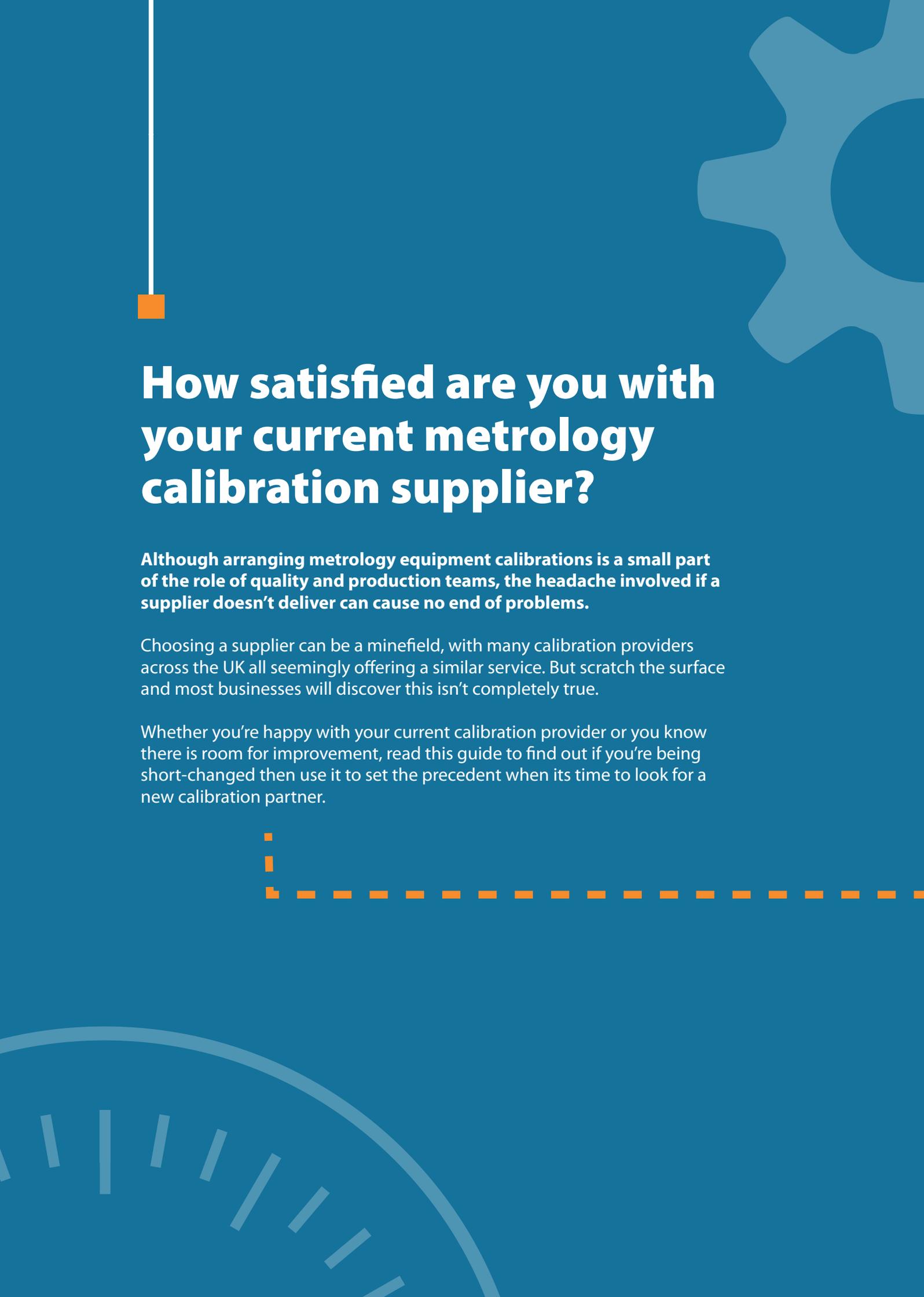


Choosing the right metrology calibration partner



A buyer's guide





How satisfied are you with your current metrology calibration supplier?

Although arranging metrology equipment calibrations is a small part of the role of quality and production teams, the headache involved if a supplier doesn't deliver can cause no end of problems.

Choosing a supplier can be a minefield, with many calibration providers across the UK all seemingly offering a similar service. But scratch the surface and most businesses will discover this isn't completely true.

Whether you're happy with your current calibration provider or you know there is room for improvement, read this guide to find out if you're being short-changed then use it to set the precedent when its time to look for a new calibration partner.





Sick of being short-changed?

Here's what you should be looking for in a calibration provider, and what to avoid.



Turnaround times

How long can you afford to have your equipment out of process for a calibration? For many businesses it's no longer than a week.

Most calibration suppliers will offer a 'guaranteed' turnaround time of less than 7 days, but to ensure the timescales promised are actually met, make sure you read the small print and find out when the turnaround time starts.

It's common for suppliers to start the countdown from the time your items are booked into their laboratory, they will not count travel time or processing delays, which often add two additional days to the process.



Accreditations and certificates

Find out if your supplier has the correct accreditations to provide the level of calibration you need. As a minimum, they should provide fully traceable calibration certificates backed by internationally recognised quality management processes including ISO17025 which is required to provide UKAS accreditation

After your calibration is complete, find out how the calibration certificate will be supplied – and more importantly, when you can expect to receive it.

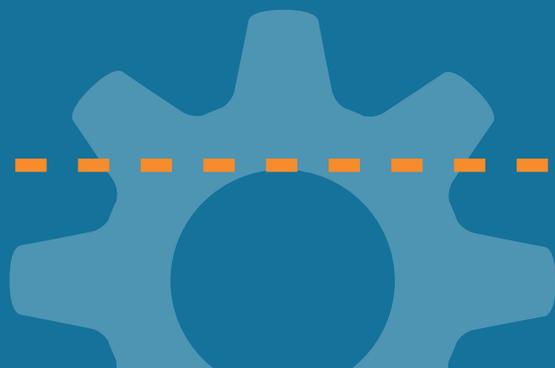
Many providers will only offer a paper certificate which can take weeks to arrive.



Flexibility

No two businesses are the same. And no two businesses will have the same calibration schedule. Does your current provider work round your schedule - collecting items on a day that suits you, or planning on-site calibrations around your shut down periods?

Think about the dates and times that suit you best and find out if your supplier is able to meet these requirements.





Supplier capability

Although some businesses perform metrology calibrations internally, often in-house calibrations aren't possible thanks to a lack of adequate measurement standards or technical expertise.

Outsourcing to a metrology focussed calibration provider that uses high-precision processes and equipment can ensure the optimum accuracy of your metrology equipment.

They can also provide fully traceable calibration certificates backed by internationally recognised quality management processes including ISO17025 which is required to provide UKAS accreditation.



Communication

How does your supplier keep you informed on the status of your items while they've been sent for calibration?

Some suppliers will use an asset management system which provides full transparency on the items' calibration status - from when they arrive at the lab, to when they are calibrated and ready to return to your site - whereas others won't contact you at all during the process.

If getting in contact with your calibration provider is important to you, find out how easy is it to speak to someone quickly if you have a problem. Find out if they have a customer service centre and when it is open.



Location

Even if your business isn't located in a remote area, it makes sense to find out where your nearest calibration engineer is located.

Some calibration suppliers have small teams with minimal skill sets, meaning resource is often maxed out and you'll be kept waiting for the calibrations you need.



Metrology calibrations that work for you

Calibration Select from Avery Weigh-Tronix has been developed with our customers to provide the industry with a unique metrology calibration service.



Guaranteed turnaround times

We're the UK's only calibration supplier to offer a guaranteed 5-day turnaround time on the calibration of your metrology equipment. Door to door. With no ifs, ands or buts



Range of testing capability

We calibrate a range of electrical, force, pressure, temperature and torque equipment and mass weights, both on and off-site, minimising the number of suppliers involved in your calibration process



Accredited experts

We offer calibrations traceable to both UKAS and national standards and are experts in our field - last year alone carrying out over 43,000 calibrations



We work around your schedule

With engineers available for on-site calibrations 7 days a week, and items collected from your site for laboratory calibrations 5 days a week



Engineers close to you

Our network of over 150 multiskilled engineers located across the UK means you won't be kept waiting for on-site calibrations, no matter where you are located



Latest equipment and processes

Our central lab in Birmingham uses state-of-the-art testing equipment and the latest processes to ensure your equipment is calibrated to the correct standard with accurate reference equipment



Clear communications

Full visibility allows you to track your equipment from beginning to end of the calibration process. See when your items have arrived at the laboratory, what the calibration status is, and when your calibrated equipment is due back with you



Keeping you compliant

Automated reminders ensure you'll never miss a calibration again, while digital calibration certificates are provided 4-hours after your calibration takes place

A calibration partner

We're not just a calibration supplier. We're a calibration partner who will work with you continuously to manage and simplify your entire metrology calibration process.

Speak to us to get started - email webinfo@awtx-itw.com

