

Trescal

| CALIBRATION SOLUTIONS TO IMPROVE YOUR PERFORMANCE |

Best Technical Practices Charter

Public document

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**As a Trescal employee carrying out
calibration services, I commit to following the
Trescal Golden Rules:**

– 1. Deliver client-focused calibration & testing services

Undertake Trescal's commitments, based on client needs for accredited or non-accredited traceable calibration and testing services, by:

- Offering calibration and testing services following either Trescal's established procedures or specific standards
- Completing all related documents, including customer-specific documentation
- Adhering to all customer operation and process requirements while on-site
- Respecting agreed turnaround time
- As part of our on-site service, ensure that the standards used are stored in suitable means of protection (original box, case, etc.) and arranged securely within the vehicle trunk to prevent any risk of damage during transport

– 2. Carry out pre-calibration checks and safety protocols

- Verify authorization for calibration in relevant parameters
- Consult line manager if authorization is lacking
- Ensure adherence to safety rules in both lab and on the customer site
- Obtain all necessary site-specific authorizations (e.g. nuclear authorization under ionizing radiation)



– 3. Select the appropriate tools and procedures

- Identify and use the appropriate working procedure for the specific calibration task
- Leverage automated programs when available for increased efficiency
- Consult line manager for guidance if procedures or programs are unavailable



— 4. Verify equipment and standards

- Identify all test equipment and technical resources specified by the procedure
- Verify the calibration status and functionality of all identified equipment
- Ensure the uncertainties of the reference standards are compatible with the specifications of the devices to be verified



– 5. Ensure compliant environmental conditions

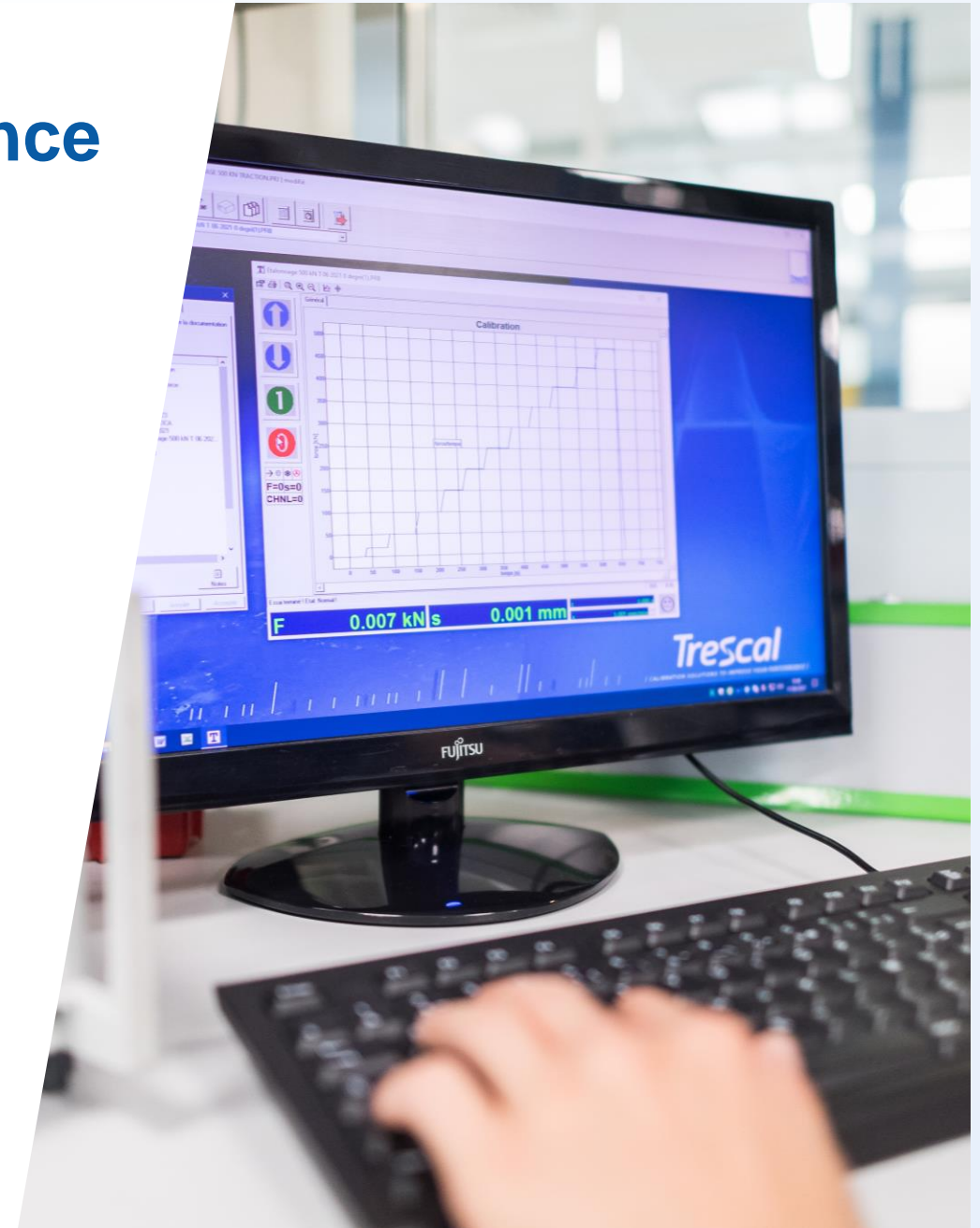
- Ensure that the environmental conditions e.g. temperature, humidity, pressure, gravity, etc. comply with the specifications defined by parameter, nature of work, etc.
- Consult your line manager if environmental conditions fall outside specified tolerances
- These parameters must be monitored particularly during on-site missions because the environmental conditions are not controlled as in the laboratory



— 6. Carry out the service in accordance with procedure

- Follow established procedures for:
 - Preparation of resources: equipment, standards, documentation
 - Technical operations: calibration steps
 - Data management: recording and documenting calibration results
- When making the devices available, ensure their general condition. Any problem detected at this time must be informed to the customer

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— 7. Deliver accurate documentation

- Issue calibration certificates, inspection reports, or testing reports, adhering to established quality procedures and contractual commitments
- Ensure the reporting process includes recording original data and measurements identified as “out of tolerance” before any adjustment or repair
- Produce clean, error-free documents containing all the expected information. These documents should serve as a testament to the quality of our services



— 8. Finalize the calibration process

- Conduct a final review of the calibration and record all technical and industrial data on the designated IT system(s)
- For on-site work, complete an activity report (job record) that includes:
 - A list of calibrated devices: both planned and unplanned
 - A list of calibration reference standards used for each calibrated device
 - Any unplanned waiting times encountered
 - Other relevant details, such as environmental conditions, stabilisation times, etc.
- Apply appropriate calibration labels, other customer specified labels, integrity seals, etc. as required in accordance with your quality system and customer requirements.
 - For example, if a piece of equipment is found to be non-compliant with customer or manufacturers accuracy specifications, affix a non-compliant label or tag to the device clearly indicating the issue
- Carry out a final cleaning of the equipment before returning it to the customer

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If you have any questions, please speak
with your laboratory director.

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