	ESSCO QUALITY SYSTEM	ECL1
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ISO 9001:2015	ISO 17025:2017	

0.0 REFERENCES

- A) *ISO 9001:2015* Quality management systems - Requirements
- B) *ISO 17025:2017* General requirements for the competence of testing and calibration laboratories
- C) MIL-STD-45662A Calibration System Requirements, 1 August 1988 (expired)
- D) ISO 10012:2003 Metrological confirmation system for measuring equipment
- E) ANSI/NCSL Z540-1 Calibration Laboratories and Measuring and Test Equipment –General Requirements
- F) NIST HandBook 150:2016 NVLAP Procedures and General Requirements
- G) NIST HB 150-2:2016 NVLAP Calibration Laboratories

1.0 PURPOSE and SCOPE

This procedure is the Tier 1 document of the Essco Quality System and provides an overview of the system used at Essco Calibration Laboratory to calibrate and repair electronic, electromechanical, physical and dimensional test and measurement equipment, either in our facility or at the customer’s location.

2.0 RESPONSIBILITIES

All employees are responsible for reviewing and understanding the contents of this manual and to maintain compliance to the Quality Management system described within.

The *Vice President of Sales and Service* fills the role of Technical Manager whose responsibilities in addition to those listed in ECL 2 Table I include:

- > Ensuring compliance to ISO/IEC 17025 (current revision) and NIST HB 150 (current revision) and NIST HB 150-2 (current revision)
- > Reviewing and evaluating the work of laboratory metrologists as required.

The Quality Manager’s roles and responsibilities in addition to those established in ECL 2 Table I include:

- > Ensuring compliance to ISO/IEC 17025 (current revision) and NIST HB 150 (current revision) and NIST HB 150-2 (current revision)
- > Act as primary contact for accreditation bodies.

3.0 PROCEDURES

3.1 Quality Policy

The company’s quality policy is defined in Figure 1. Our quality system evolves from these goals and the national and international standards that guide our industry.

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3.2 Organization

The organizational structure of ESSCO is depicted in Figure 2 of this procedure. The exact responsibilities, authority and interrelation of personnel who manage, perform, and verify the work affecting quality is defined in ECL2, Personnel Management.

Figure 1. Quality Policy



ESSCO QUALITY POLICY

Mission Statement

Our mission is to provide customer satisfaction by maintaining an environment dedicated to quality, capability and timeliness.

Policies & Values

QUALITY SYSTEM: We will continue to maintain a quality system committed to ISO 9001:2015 while ensuring compliance to ISO/IEC 17025, NIST HB 150 (current revision), NIST HB 150-2 (current revision) and will document, communicate and implement it throughout the organization. Our quality system is the framework around which we operate the laboratory and it guides all facets of our business in order to meet our mission.

CAPABILITY: We will use a team-focused approach to effectively operate our business. Our team members are committed to our quality system, good professional laboratory practices, standardized methods and our customers' requirements.

Our training policy is to provide the necessary technical and management training and certifications so that our team members can meet our laboratory goals. We will procure accredited and/or competent calibrations and reference materials from recognized laboratories and suppliers and consumables and other services to support the level of calibrations we provide.

We will protect our client's confidential information and proprietary rights. We pledge to avoid activities that would diminish confidence in our competence, impartiality, judgment or operational integrity. We will strive to resolve all customer concerns or non-conformances in a timely and competent manner.

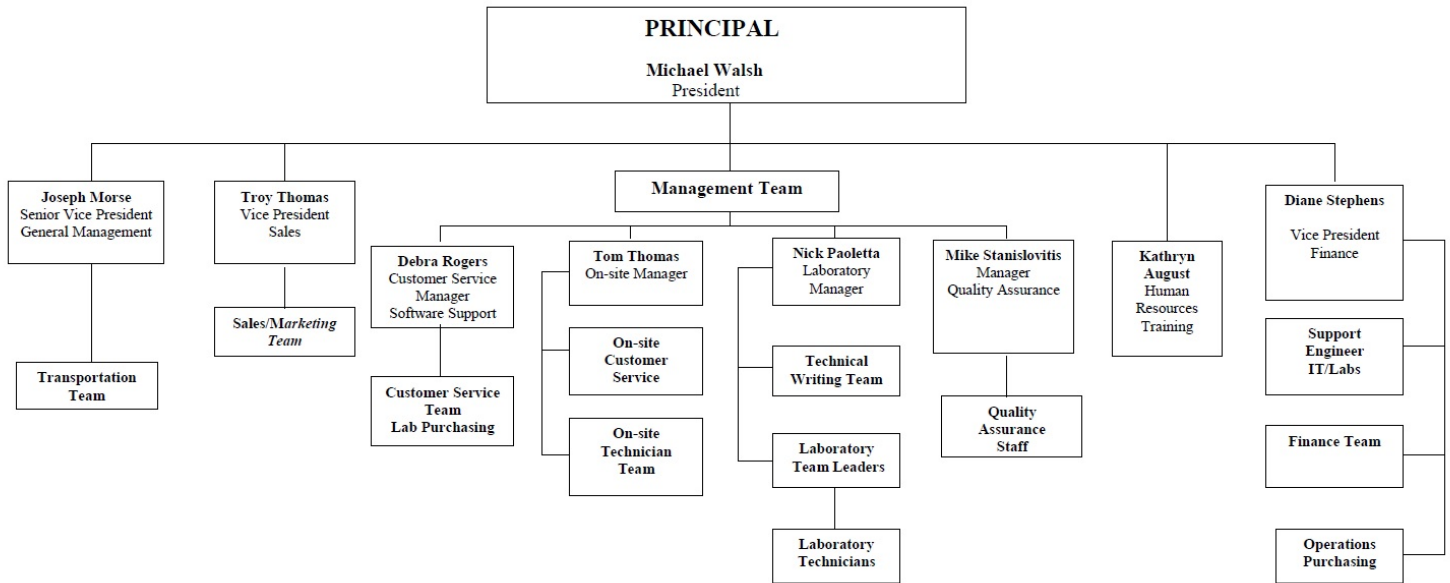
TIMELINESS: We will endeavor to meet our customers' goals for timeliness within the requirements of the international standards.

CONTINUOUS IMPROVEMENT: We will continue to advance our skills and capabilities through a partnership of each individual's commitment to improve the company's performance.

Figure 2.

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Essco Organization Chart



Walsh Engineering Services, Inc. Corporate Organization

DBA ESSCO Calibration Laboratory

03/29/2019

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The team structure depicted in Figure 2 allows for the full function of the organization in the absence of the CEO, cross functional inputs on technical and business matters and provides for some redundancy in some functions. The Management Team is responsible for identifying and providing the resource requirements for all lab and business functions. The Management Team will monitor and measure the company performance against the stated objectives. The Management Team is committed to the operation and continual improvement of our management system. Management shall report in the Management review, during Management Team meetings, and at other appropriate times on the efforts of the Management Team towards the management system.

ESSCO is legally identifiable as Walsh Engineering Services, Inc. d/b/a ESSCO Calibration Laboratory, a private corporation established in Massachusetts. Essco is assigned a Federal Tax Identification number and is listed with Dun and Bradstreet.

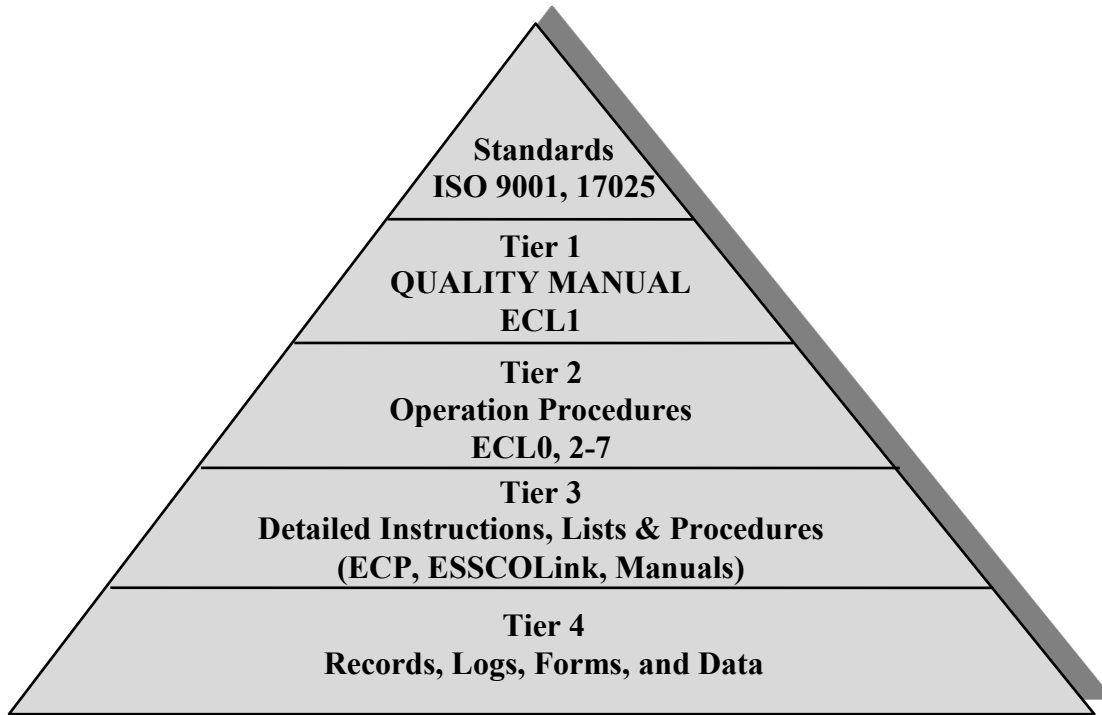
3.3 Quality System Structure

Our quality system is designed to include the requirements of the international standards, ISO 9001:2015 and ISO 17025:2017, the national standards of MIL-STD-45662A (expired) and ANSI/NCSL Z540-1-1994 and the pertinent regulatory requirements of 21 CFR Part 211 (GMP), and 21 CFR Part 820 (QSR). We have applied the

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applicable portions of industry-specific standards to our quality system and operations; we do not operate nor fully comply with these standards in their entirety, as they are not applicable to the operation of a calibration laboratory. The hierarchy of the documented system is depicted in Figure 3 below.

Figure 3. ESSCO Quality System Document Hierarchy



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Figure 4. Quality System Cross Reference

Essco Procedure	ISO 9001	ISO 17025
ECL 0: Scope of work All sections.	8.2 Requirements for products or services.	7.1 Review of requests, tenders and contracts.
ECL 1: Essco Quality System 3.1 Policy/ 3.2 Organization/ 3.3 Quality System Structure / 3.4 Customer Focus / 3.5 Work Scope	5.1.1 General 5.1.2 Customer focus 5.2 Quality policy 7.1 Resources 7.3 Awareness of Quality Policy 7.4 Communication	4.1 Impartiality/Risks 5.1, 5.2, 5.4 Structural Requirements: a/ Identification of status b/ Organization c/ Responsibilities d/ Customer Focus
ECL 2: Personnel Management 3.1 Organization / 3.2 Responsibilities & Authorities / 3.3 Employee Indoctrination / 3.4 Metrologist Qualifications / 3.5 Employee Training / 3.6 Employee Evaluation	7.1 Resources 7.1.6 Organization Knowledge (aka resources)	5.5 Structural Requirements 5.6 Structural Requirements 6.1 General 6.2 Personnel
ECL 3: Equipment, Procedures and Environmental Management 3.1 Adequacy & Traceability / 3.2 Primary & Reference Standards / 3.3 Intervals & Cycles / 3.4 Equipment Identification / 3.5 Calibration & Maintenance Records / 3.6 Care of Standards / 3.7 Reference Materials & Consumables / 3.8 Use of Vendors / 3.9 OOT Standards / 3.10 New & Retired Standards / 3.11 ILC & Checks / 3.12 Calibration Procedures / 3.13 Environmental Management / 3.14 ESD Controls / 3.15 Outsourcing Services	7.1.3 Infrastructure 7.1.4 Work Environment 8.4 control of externally provided Processes, products or services. 7.1.5.2 Measurement traceability	6.3 Facilities/Environmental 6.4 Equipment 6.5 Metrological Traceability 6.6 External Services (Subs) 5.3 Lab Activities 7.2 Selection, verification and validation of methods (ECPs) 7.5 Technical Records
ECL 4: Lab Management Processes 3.1 New Customers / 3.2 Receiving / 3.3 Handling & Storage / 3.4 Work Review & Priorities / 3.5 Calibration / 3.6 Subcontracting & Repairs / 3.7 Reporting / 3.8 Inspection, Packaging & Delivery / Onsite Calibration	8.4 Externally provided services (Subs) 8.5.4 Preservation (handling) 8.5 Control of Production & service operations	6.4 Equipment 6.6 External Services (Subs) 7.1 Review of requests, tenders and contracts. 7.4 Handling of test or calibration items 7.3 Sampling N/A 7.8 Reporting of results
ECL 5: Document and Records Management 3.1 Control of Documents & records / 3.3 LabMate / 3.4 MIS / 3.5 Software / 3.7 Procedures	7.5 Documented information. 7.5.1 General 7.5.2 Creating/Updating 7.5.3 Control	8.4 Control of Documents/Records /Confidentiality 7.11 Control of data/information management.
ECL 6: Quality System Maintenance 3.1 Quality Planning / 3.2 Management Reviews / 3.3 Internal Audits / 3.4 Nonconforming Work / 3.5 Corrective Actions / 3.6 Preventive Actions / 3.7 Complaints / 3.8 Continual Improvement / 3.9 Customer Satisfaction Measurement / 3.10 New Processes	9.3 Management review 9.1.2 Customer satisfaction 8.3.6.2 Design & development 8.1 Operational Planning 8.2 Customer Communication 10.0 Nonconformity and corrective actions, Continual Improvement, Analysis	7.9 Complaints 7.10 Nonconforming work 8.5 Actions for risks/opportunities 8.6 Improvement 8.7 Corrective Action 8.3, 8.4 Control of records 8.8 Internal Audits 8.9 Management reviews
ECL 7: Accredited Calibration Process 3.1 Scope of Work / 3.2 Offering Service / 3.3 Promotion / 3.4 Setup & Review / 3.5 Preparation for Calibration / 3.6 Reporting / 3.7 Review and Release / 3.8 Onsite / 3.9 Revisions to Certificates	ISO 9001 not applicable to this procedure.	7.1 Review of requests, tenders and contracts. 7.6 Evaluation of measurement uncertainty 6.6 External Services (Subs) 6.5 Metrological Traceability

Our system meets the requirements of ISO 9001 as this system is most understood by our customers. The more stringent quality requirements of ISO 17025 are the primary guidance for calibration labs and this quality

system. Figure 4 is a cross-reference matrix for these two standards and our system. This matrix also outlines the content of our quality system.

The Quality Manager (or the President in his absence) may grant written departures from established procedures within this quality system or from standards as technical prudence and conditions dictate. These deviations will be limited in application, scope, and time period and are not intended for permanent application.

The operation and interrelations within our quality system and our lab can be seen in Figure 5.

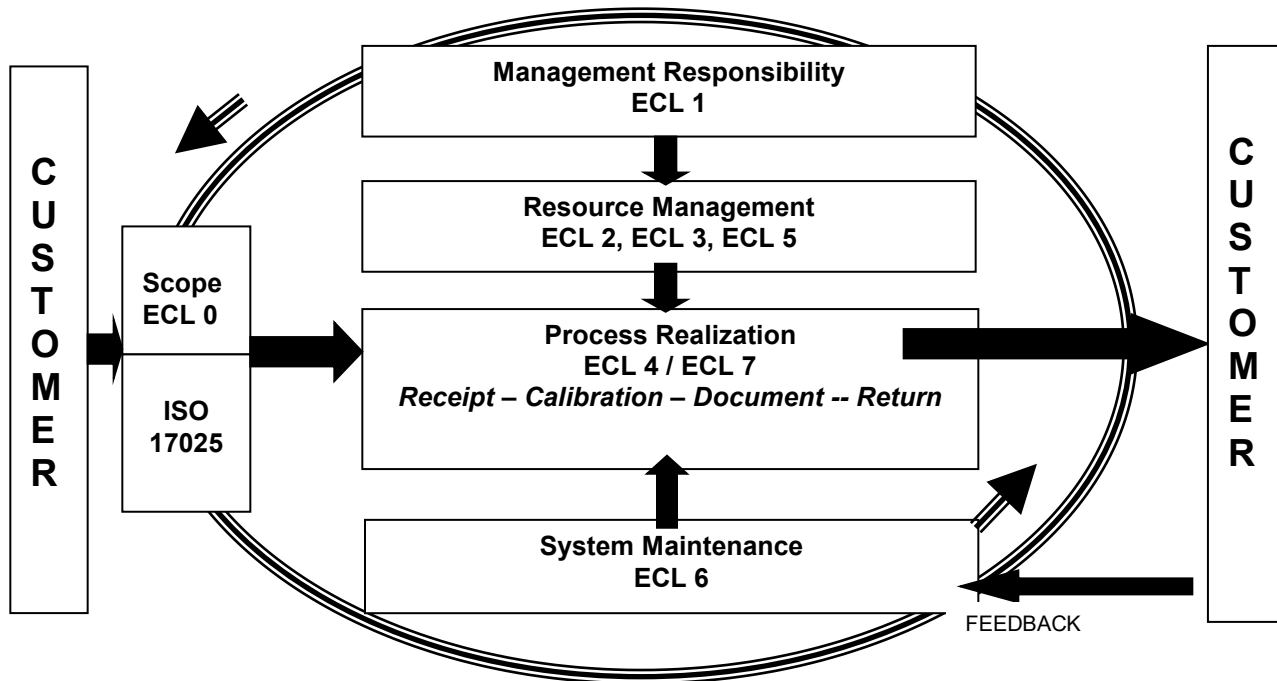


Figure 5. Quality System Model

3.4 Customer Focus

We acknowledge that no business can continue to thrive without including the customer’s wishes and needs in their system. While we strive to maintain this customer focus, many facets of our system are determined by the prescriptive nature of the international standard ISO 17025 and we must meet these requirements first and foremost. We will always continue to listen and provide efficient and secure methods (mail, phone, fax, e-mail, Internet) to communicate with our customers and within our own organization. Where no conflict arises, we will endeavor to use our quality and lab management systems to meet the customer’s wishes. Essco will afford the customers the opportunity to access our facility and records to audit our performance and witnessing of tests or calibrations. Visits for the purpose of witnessing tests or calibrations must be prearranged with the Lab Manager to ensure the item, technician, standards and bench time is available.

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3.5 Work Scope

The scope of the work performed by Essco Calibration Laboratory is defined by ECL0. Our “Scope of Accreditation” issued by the accreditation body defines the accredited scope of our work.

4.0 REVISION HISTORY

<u>Revision</u>	<u>Date</u>	<u>Reason for Change</u>
13	8 Jan 2001	Revised for ISO 9001:2000 and ISO 17025 (formerly EQC000.0)
14	12 July 2001	Revised after A2LA Surveillance
15	14 Jan 2002	Revised for altered lab organization
16	31 May 2002	Revised policies per ISO 17025; new org chart; added ECL 7
17	09 Sept 2002	Clarified compliance to other standards, added more detailed index of QA system
18	16 Jan 2004	Updated organization chart, Figure 2
19	1 Sept 2004	Updated organization chart, Figure 2
20	26 Jan 2005	Changed title from VP Quality to Quality Manager
21	6 June 2005	Deleted references to 10CFR 21
22	21 Feb 2006	Added references per ISO 17025:2005, New Organization Chart
23	16 Feb 2007	Updated Organization Chart, Update to ISO 17025:2005
24	16 May 2008	Updated organizational chart
25	08 Oct 2008	Updated Organizational Chart
26	29 Sep 2009	Updated Organizational Chart
27	15-Dec-2009	Revise sections 0.0 references, 3.2 Quality policy, 3.3 Structure to reflect quality system certification to ISO9001:2008. Revise references of ISO 10012-1 to ISO 10012:2003.
28	25-Feb-2010	Updated Org Chart.
29	17-Sep-2010	Updated Org Chart.
30	24-June-2011	Updated Org Chart.
31	23-Aug-2011	Revised figure 4 and section 3.4 to include Customer Witnessing of tests and calibrations.
32	03/30/2012	Revised section 2 Responsibilities to include the roles and responsibilities of the technical manager and quality manager and include commitment to maintain compliance to NIST HB 150. Revised section 3.5 to remove specific reference to A2LA.
33	03/11/2013	Updated Org Chart, add reference (F) to NIST HandBook 150.
34	04/24/2013	Updated Org Chart, replaced Lab Manager with President.
35	03/20/2015	Updated Org Chart.
36	12/10/2015	Revised section 3.2 figure 1, Quality Policy to document Essco’s commitment to maintain compliance to ISO 17025 and NIST HB 150 (current revision). Updated Org chart
37	04/24/2017	Updated Org Chart.

38 06/09/2017 Updated references section 0.0, 2.0 and figure 1 to include NIST HB 150-2:2016
39 02/06/2018 Updated org Chart.
40 08/09/2018 Updated org Chart.
41 3/29/2019 *Updated Org Chart. General updates to Updated references to ISO/IEC 17025, ISO 9001, figure 4
Quality System Cross reference chart and section 2 responsibilities.*