Quality Manual

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QUALITY POLICY

At Transcat, quality and customer service are the foundations of our success. We define quality as the pursuit of excellence and continuous improvement in every process to ensure exceptional service. Customer service means understanding requirements, meeting commitments, and consistently exceeding expectations.

To achieve this, Transcat maintains a Quality Management System that complies with ISO/IEC 17025:2017, ISO 9001:2015, and all applicable statutory and regulatory requirements. The Joint IAF-ILAC-ISO Communique confirms that our QMS is aligned with the principles of ISO 9001:2015. This framework ensures long-term success and continuous improvement in everything that we do.

As a trusted supplier of test and measurement equipment, Transcat provides accredited calibration, in-process calibration, validation, analytical, solution, and consulting services. We deliver these services using state-of-the-art equipment, professional practices, documented procedures, and highly trained personnel – ensuring our customers' confidence through reliable, prompt, and competent service.

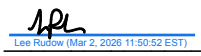
Quality is the responsibility of everyone at Transcat. The Chief Executive Officer (CEO) holds overall accountability, supported by all staff. Each employee plays a vital role in upholding our quality standards by:

- Maintaining competence through ongoing training
- Following established systems, procedures, and practices
- Executing the responsibilities in alignment with quality goals
- Investigating and resolving customer concerns promptly to safeguard satisfaction

The Director of Quality monitors the QMS and reports regularly to leadership on its effectiveness. The Quality Department ensures all offices have access to the most current Quality Policy, which is prominently displayed across the organization.

Through this policy, Transcat commits to:

- Delivering superior service without compromise
- Building and maintaining customer trust
- Driving continuous improvement in all areas of operation.



Lee Rudow
President / CEO
Transcat, Inc.

1 SCOPE

This Quality Manual defines the Quality Management System (QMS) implemented across all Transcat facilities under a unified corporate framework. The QMS applies to all calibration, validation, analytical equipment servicing, inspection services, and repair activities performed by Transcat. Where applicable, site-specific procedures and work instructions supplement this manual, but all facilities operate under the same overarching system. Accreditation to ISO/IEC 17025 applies to calibration and testing activities as defined in each laboratory's scope of accreditation, while ISO 9001 requirements are applied more broadly across all covered services.

2 PURPOSE

The purpose of this manual is to establish and maintain a structured Quality Management System that ensures compliance with ISO/IEC 17025, ISO 9001, and other applicable regulatory or customer requirements. It provides a unified framework that promotes consistency and standardization across all Transcat facilities, ensuring that calibration, validation, inspection, and repair activities are performed with technical competence, impartiality, and traceability. This manual also supports continual improvement by driving effectiveness, efficiency, and innovation in our processes, with the ultimate goal of enhancing service quality and customer satisfaction.

3 REFERENCES

Document Number	Document Title	Document Type	Revision
ISO/IEC 17025:2017	General requirements for the competence of testing and calibration laboratories	International Standard	2017
ISO 9001:2015	Quality management system – Requirements	International Standard	2015
ANSI/NCSL Z540.1-1994	Calibration Laboratories and Measuring and Test Equipment – General Requirements	National Standard	R2002
ANSI/NCSL Z540.3-2006	Requirements for the Calibration of Measuring and Test Equipment	National Standard	2006

4 GENERAL REQUIREMENTS

4.1 IMPARTIALITY

4.1.1 Transcat conducts all laboratory activities impartially and maintains organizational structures, responsibilities, and management systems designed to always safeguard impartiality.

4.1.2 Management demonstrates a clear and ongoing commitment to impartiality, reinforced through leadership accountability, training, and communication.

4.1.3 The laboratory actively identifies and manages risks to impartiality to ensure that commercial, financial, or other pressures do not compromise the integrity of results.

4.2 CONFIDENTIALITY

4.2.1 Transcat safeguards all information obtained or generated during laboratory activities. Customer information is considered confidential and is not disclosed without consent, unless required by law or contractual obligation. In such cases, customers are notified in advance whenever permitted.

4.2.2 All personnel and parties acting on behalf of Transcat are expected to uphold these confidentiality requirements to ensure the protection of customer data and trust.

5 STRUCTURAL REQUIREMENTS

5.1 LEGAL ENTITY

5.1.1 Transcat, Inc., established in 1964, is a legally recognized corporation headquartered in New York and operating under U.S. law. The company is legally responsible for all laboratory activities conducted under its corporate structure and accreditation, including those performed at its accredited and non-accredited locations across the network.

5.2 OVERALL RESPONSIBILITY

5.2.1 Transcat's corporate leadership holds overall responsibility for ensuring that all laboratory operations are conducted in compliance with applicable accreditation, regulatory, and quality management system requirements.

5.2.2 Responsibility for implementing and maintaining approved policies is delegated through the management structure to executives, directors, and managers, who ensure compliance within their respective areas.

5.3 RANGE OF ACTIVITIES

5.3.1 The range of laboratory activities covered by accreditation is defined within each laboratory's Scope of Accreditation (SOA), as issued by the accreditation body. Accreditation symbols are applied only to calibration or test reports that fall within the accredited scope.

5.3.2 Transcat also provides services outside of accredited scopes across its network. These services are performed under the same corporate Quality Management System and are clearly distinguished from accredited activities. Certificates or reports for non-accredited services, subcontracted work, or vendor-provided activities do not bear the accreditation symbol.

5.4 LABORATORY ACTIVITIES

5.4.1 Transcat plans, conducts, and controls all laboratory activities to ensure compliance with:

- Applicable accreditation and regulatory requirements;
- Customer specifications and contractual agreements; and
- Internal quality management system policies and procedures.

5.4.2 These requirements apply equally to work performed in permanent facilities, at customer sites, or in temporary/mobile operations. All off-site work is conducted under the same quality management system, procedures, and technical requirements as work performed in permanent facilities.

5.5 ORGANIZATIONAL STRUCTURE, RESPONSIBILITIES, AND DOCUMENTATION

5.5.1 Transcat operates under a unified corporate structure designed to ensure consistent application of policies, procedures, and quality standards across all locations. The organizational structure provides clear oversight, accountability, and communication between executive leadership, laboratory management, technical operations, and support functions.

5.5.2 Roles and responsibilities are defined in organizational charts and job descriptions maintained by Human Resources. Key responsibilities include:

- Executive Leadership – Provides strategic direction, allocates resources, and ensures compliance with standards and customer expectations
- Director of Quality – Maintains and verifies the effectiveness of the Quality Management System and drives continuous improvement
- Director of Metrology – Holds overall technical responsibility and ensures technical competence across the network
- Regional and Laboratory Managers – Oversee daily operations, compliance, and customer satisfaction at the site level.

5.5.3 Documented procedures are established where necessary to ensure consistent application of critical processes, validity of results, and confidence in products and services delivered to customers, regulators, and stakeholders. Procedures are controlled under the corporate document control policy and reviewed periodically to maintain accuracy and compliance.

5.6 AUTHORITY, RESOURCES, AND RESPONSIBILITIES OF LABORATORY PERSONNEL

5.6.1 All personnel are provided with the authority and resources needed to carry out their duties and uphold the integrity of the Quality Management System. Personnel are responsible for:

- Implementing, maintaining, and continually improving the QMS;
- Identifying deviations or nonconformities and reporting them promptly;
- Initiating corrective and preventative actions when required; and
- Reporting on QMS performance, risks, and opportunities for improvement.

5.6.2 All activities, whether in permanent facilities, at customer sites, or in mobile operations, are conducted impartially and in compliance with quality, technical, and regulatory requirements

5.7 CORPORATE MANAGEMENT RESPONSIBILITIES

5.7.1 Communication

5.7.1.1 Executive leadership ensures effective communication regarding the performance, suitability, and effectiveness of the QMS. This is achieved through corporate announcements, management reviews, internal audits and reporting, and training programs.

5.7.1.2 Laboratory management cascades this information to site personnel to ensure consistent implementation.

5.7.2 System Integrity

5.7.2.1 The integrity of the QMS is maintained when changes are planned and implemented across the network. The Quality and Metrology departments oversee risk assessments, validation, and impact analysis before deployment. A documented change control process ensures that changes are controlled, traceable, and compliant across the laboratory network.

6 RESOURCE REQUIREMENTS

6.1 GENERAL

6.1.1 Transcat ensures that all laboratories across the network have the resources necessary to perform their defined activities in accordance with accreditation, regulatory, and customer requirements. Resources include:

- Competent and qualified personnel;
- Suitable and safe facilities;
- Properly maintained and calibrated equipment;
- Validated methods and procedures;
- Established metrological traceability; and
- Approved external providers, where applicable.

6.1.2 Executive leadership provides the infrastructure, funding, and organizational support needed to maintain technical capability across all locations. Laboratory management applies, monitors, and sustains these resources at the site level to consistently deliver valid, reliable, and impartial results.

6.1.3 Resource adequacy is confirmed through management reviews, audits, performance monitoring, and risk-based planning, with findings used to drive continual improvement.

6.2 PERSONNEL

6.2.1 Transcat ensures that all personnel – employees, contractors, or consultants – who impact laboratory results are competent, impartial, and committed to confidentiality.

6.2.2 All individuals performing laboratory work are expected to:

- Act impartially and free from conflicts of interest;
- Protect customer information as confidential; and
- Adhere to Transcat's Code of Ethics, impartiality, and confidentiality commitments.

6.2.3 Qualifications, education, experience, and training requirements are defined by Human Resources, in collaboration with Quality, Metrology, and Operations. Competence is demonstrated through training, technical evaluations, proficiency testing, and performance reviews.

6.2.4 Only authorized personnel may perform specific laboratory functions. Authorization is granted based on documented competence and maintained current with changes in roles, methods, or standards. Laboratory management is responsible for ensuring that only approved individuals perform testing, calibration, evaluation of results, or signing of certificates.

6.2.5 Transcat maintains documented procedures for determining competence requirements, managing training, authorizing personnel, and monitoring ongoing competence. Each laboratory implements these procedures and retains records of training, supervision, and authorization.

6.3 FACILITIES AND ENVIRONMENTAL CONDITIONS

6.3.1 Transcat ensures that laboratory facilities provide and maintain the environmental conditions required to support valid and reliable results.

6.3.2 Environmental conditions such as temperature, humidity, cleanliness, vibration, and lighting are defined at the corporate level and implemented at each site. These conditions are monitored, controlled, and documented as required by methods, customer requirements, and regulations.

6.3.3 If deviations occur that may affect the validity of results, appropriate action is taken, which may include halting or restricting laboratory activities until conditions are restored.

6.3.4 Access to laboratories is controlled to prevent contamination, disturbance, or unauthorized interference.

6.3.5 For work conducted outside of permanent facilities—such as at customer sites or in mobile operations—laboratory personnel evaluate and document that conditions are suitable for reliable results.

6.4 EQUIPMENT

6.4.1 Transcat ensures that all laboratories within its network have access to suitable equipment necessary to perform laboratory activities accurately and reliably. This includes measurement instruments, software, reference standards, and auxiliary devices required to meet technical, regulatory, and customer requirements.

6.4.2 The Metrology Department defines corporate requirements for equipment selection, calibration, maintenance, and performance verification. Laboratory management is responsible for implementing these requirements locally and providing evidence of compliance.

6.4.3 Key equipment management principles include:

- Suitability: Equipment must be capable of achieving the required accuracy and measurement uncertainty for its intended use
- Verification: New or serviced equipment is verified against performance specifications before being placed into use, with records retained
- Calibration: Equipment that contributes to measurement results is calibrated at defined intervals to maintain metrological traceability. Intervals are established using manufacturer recommendations, historical performance, and risk assessments
- Status Control: All calibration-relevant equipment is clearly identified or electronically tracked to show status, due date, and unique identifier

- Protection: Procedures govern handling, storage, and transportation to prevent damage, contamination, or unauthorized adjustment
- Intermediate Checks: Defined checks are performed between calibrations to verify ongoing performance, with acceptance criteria established and results recorded
- Out-of-Tolerance Equipment: If equipment is found malfunctioning or out of tolerance, it is immediately removed from service, clearly identified, segregated, and assessed for potential impact on results. Nonconformities are documented and addressed through established processes
- Reference Values and Corrections: Reference data, correction factors, and software versions are maintained, verified, and applied consistently
- Security: Controls prevent unauthorized or accidental changes to settings that may affect measurement integrity
- Records: Complete equipment histories are maintained, including identification, calibration results, maintenance, location, status, repairs, and authorized users
- External Use: When equipment is used outside permanent facilities (e.g., field calibrations, mobile labs), suitability and traceability are verified prior to use, with records retained

6.5 METROLOGICAL TRACEABILITY

6.5.1 Transcat ensures that all measurements are traceable to the International System of Units (SI) through an unbroken chain of calibrations, each contributing to measurement uncertainty.

6.5.2 Traceability is achieved through:

- Accredited calibration services from competent providers;
- Certified reference materials with stated SI traceability; and
- Direct realization of SI units through comparison with national or international standards.

6.5.3 Where SI traceability is not technically possible, Transcat establishes traceability to other appropriate references (e.g., consensus standards or validated methods), documents the justification, and ensures reliability through additional verification such as proficiency testing or interlaboratory comparisons.

6.5.4 Quality and Metrology departments define traceability policies, and local management ensures implementation and retention of supporting evidence.

6.6 EXTERNALLY PROVIDED PRODUCTS AND SERVICES

6.6.1 Transcat ensures that only suitable external products and services that affect laboratory activities are used, including calibration services, reference materials, consumables, proficiency testing, and maintenance services.

6.6.2 Corporate policies govern the evaluation, approval, and monitoring of providers, including criteria for selection and ongoing performance. Laboratories are responsible for verifying conformity before use, retaining evidence of provider approvals, and taking corrective action if a provider fails to meet requirements.

6.6.3 Requirements communicated to providers include the products or services requested, applicable acceptance criteria, competence requirements, and notice of any oversight activities by Transcat or its customers.

7 PROCESS REQUIREMENTS

7.1 REVIEW OF REQUESTS, TENDERS, AND CONTRACTS

7.1.1 Transcat reviews customer requests, tenders, and contracts to confirm clarity, capability, and compliance before acceptance. Reviews ensure that requirements are defined, resources and competencies are available, appropriate methods are selected, and any external providers are controlled. Records of reviews and significant changes are retained.

7.1.2 Service Levels

7.1.2.1 Transcat offers and confirms service levels during contract review:

- Calibration – No Data: statement of conformity only (e.g., in-tolerance/out-of-tolerance);
- Calibration – With Data: measurement data with a statement of conformity; or
- Accredited Calibration – With Uncertainty: measurement data with associated uncertainties and the accreditation symbol where applicable.

7.1.2.2 The accreditation symbol is applied only to certificates issued under an accredited scope and service level. Reports from subcontractors or non-accredited activities do not bear the accreditation symbol

NOTE

Externally provided laboratory activities may occur when the laboratory has competence but cannot perform the activity for unforeseen reasons, or the laboratory does not have the required competence or resources

NOTE

For internal or routine customers, the level of review may be streamlined while still ensuring requirements are understood and recorded

7.1.3 Method Suitability

7.1.3.1 If a requested method is inappropriate, obsolete, or technically invalid, Transcat advises the customer and, when possible, recommends an alternative.

7.1.4 Statements of Conformity and Decision Rules

7.1.4.1 When a statement of conformity (e.g., pass/fail, in-tolerance/out-of-tolerance) is requested, the specification/standard and decision rule are defined. If the decision rule is not inherent to the specification, it is communicated to and agreed with the customer prior to reporting. (For accredited certificates, this is mandatory and will appear on the report.)

7.1.5 Control & Cooperation

7.1.5.1 Any differences between request/tender and the final contract are resolved before work begins. Transcat promptly informs customers of deviations from the agreed contract and repeats the contract review if amended after work starts.

7.1.5.2 Transcat cooperates with customers and authorized representatives to clarify requests and provide reasonable assurance of service performance in a manner that does not disrupt operations or compromise impartiality, confidentiality, safety, or accreditation. Requests for access/oversight are reviewed and approved per corporate security and confidentiality policies.

7.2 SELECTION, VERIFICATION, AND VALIDATION OF METHODS

7.2.1 Selection and Verification

7.2.1.1 Transcat uses methods that are technically valid and appropriate to scope, customer requirements, and regulatory/accreditation obligations. When a customer specifies a method, it is followed; otherwise, Transcat selects and communicates an appropriate method.

7.2.1.2 Before introducing new or revised methods, Transcat verifies it can achieve required performance; records demonstrate suitability and repeatability across the network. Method development is controlled and documented by competent personnel. Any deviation from established methods is documented, technically justified, authorized, and agreed to by the customer.

7.2.2 Validation

7.2.2.1 Transcat validates non-standard, laboratory-developed, or modified standard methods to demonstrate fitness for intended use. Validation is scaled to risk and application and may include: use of reference standards/materials, factor influence studies, robustness testing, comparison with validated methods, interlaboratory comparisons, and evaluation of measurement uncertainty.

7.2.2.2 If a validated method is modified, Transcat assesses the impact and revalidates when needed. Validation records include the procedure, method requirements, performance characteristics, results, and a statement of validity.

7.3 SAMPLING

7.3.1 Transcat does not ordinarily perform sampling for subsequent testing or calibration; customers provide items for service and retain responsibility for prior sampling.

7.3.2 If a customer requests Transcat to perform or develop sampling, the activity is first evaluated, validated (as applicable), and approved by Quality and Metrology. When performed, sampling complies with documented plans/methods and applicable requirements.

7.4 HANDLING OF TEST AND CALIBRATION ITEMS

7.4.1 General

7.4.1.1 Transcat maintains policies and local procedures to transport, receive, handle, protect, store, retain, and return customer items in a manner that preserves integrity and prevents deterioration, contamination, loss, or damage. Customer handling instructions are reviewed and followed as applicable.

7.4.2 Identification and Traceability

7.4.2.1 Each item is uniquely identified to prevent mix-ups and to maintain traceability through all activities and records. Where items are subdivided or received as sets, systems ensure proper linkage and control.

7.4.3 Deviations and Communication

7.4.3.1 Discrepancies, damage, or condition deviations noted upon receipt are recorded. If suitability is in doubt, the customer is contacted for instruction before work proceeds. If work proceeds under deviation at the customer’s direction, the certificate discloses relevant disclaimers.

7.4.4 Storage and Environmental Control

7.4.4.1 Where defined conditions are required, the laboratory maintains, monitors, and records those conditions. Items are segregated where necessary to prevent contamination, cross-mixing, or unintended use.

7.5 TECHNICAL RECORDS

7.5.1 Transcat maintains complete and accurate technical records enabling review and, where practicable, repetition of activities. Records include results, supporting data, and information needed to identify factors influencing measurement results and associated uncertainty.

7.5.2 Original observations and calculations are contemporaneously documented and traceable to the activity, including dates and identities of personnel performing and reviewing work.

7.5.3 Amendments to records are fully traceable, retaining original and revised data, with dates, what changed, and who authorized/performed the change.

7.6 EVALUATION OF MEASUREMENT UNCERTAINTY

7.6.1 Transcat identifies and accounts for significant contributors to measurement uncertainty using recognized analytical approaches, considering environmental influences, equipment performance, reference standards, operator effects, and other relevant factors; sampling effects are addressed where applicable.

7.6.2 For calibration (including calibration of Transcat equipment), measurement uncertainty is evaluated and documented, as required per service level.

7.6.3 For testing, uncertainty is evaluated where technically feasible; where rigorous evaluation is not possible, a reasoned estimation based on theory and practical experience is made.

7.7 ENSURING THE VALIDITY OF RESULTS

7.7.1 Transcat maintains ongoing assurance of result validity through internal monitoring that may include: use of alternative calibrated instrumentation; functional checks; control charts with check/working standards; intermediate checks; replicates; retesting of retained items; correlation studies; systematic review of reported results; and interlaboratory comparisons.

7.7.2 Performance is also monitored via external comparisons (e.g., proficiency testing, interlaboratory comparisons) where available and appropriate.

7.7.3 Data from internal and external activities are analyzed for trends against acceptance criteria, used for process control and improvement, reviewed in management review, and trigger corrective action when out-of-criteria—ensuring incorrect results are not reported.

7.8 REPORTING OF RESULTS

7.8.1 General

7.8.1.1 Results are reviewed, approved, and released under controlled conditions. Certificates are clear, accurate, and unambiguous; issued certificates are retained in technical records and may be delivered electronically or in hard copy.

7.8.1.2 Regardless of service level, certificates normally include:

- Laboratory name, address, and location of service (lab, onsite, mobile);
- Unique certificate identification (with page control);
- Customer identification;
- Method/procedure used;
- Item description/ID and as-received condition;
- Relevant dates (receipt, work, issue);
- Statement that results apply only to the identified item(s);
- Results (with units) corresponding to the service level, including before/after where applicable;
- Environmental conditions where relevant;
- Statement of metrological traceability;
- Authorized signatory;
- Identification of externally provided results where applicable;
- Disclosed additions/deviations from methods; and
- Measurement uncertainty when required by method or service level (always on accredited calibration).

7.8.2 Test Reports

7.8.2.1 For testing, reports may additionally include test conditions, statements of conformity, relevant uncertainty, and authorized opinions/interpretations.

7.8.3 Sampling

7.8.3.1 Transcat does not ordinarily perform sampling. If sampling is performed, the report includes the sampling date, item identification, location, method, environmental conditions, and information required for uncertainty evaluation.

7.8.4 Statements of Conformity

7.8.4.1 When conformity is declared, the decision rule is documented, applied, and reported (based on service level). Certificates clearly indicate which results meet/fail requirements and the basis for the decision (e.g., guard banding approach where applicable).

7.8.5 Opinions and Interpretations

7.8.5.1 When provided, opinions and interpretations are clearly identified as such, supported by data, and issued only by authorized personnel. Substantive discussions with customers are recorded.

7.8.6 Amendments

7.8.6.1 Amendments or reissued certificates are controlled and clearly identified, including the reason for change. Supplemental documents are labeled (e.g., “Amendment to Report”, or similar language) or a new certificate is issued referencing the original.

7.9 COMPLAINTS

7.9.1 Transcat maintains a documented process to receive, evaluate, investigate, and resolve complaints. A description of the process is available on request. Upon receipt, Transcat determines if the complaint relates to activities under its responsibility and addresses it accordingly.

7.9.2 Resolutions communicated to the complainant are reviewed/approved by personnel not directly involved in the original work (impartiality). External reviewers may be used where appropriate. Complaints are acknowledged, progress is communicated where practicable, and formal closure is provided once actions are complete. Corrective action is initiated when warranted.

7.10 NONCONFORMING WORK

7.10.1 Transcat follows a documented process when work does not conform to requirements to protect customers and the integrity of results. Core controls include:

- Immediate identification and reporting of potential issues (equipment/environment/data concerns);
- Defined responsibilities and authorities at local and corporate levels;
- Risk-based decisions on halting, repeating, or withholding work;
- Impact assessments including effects on previously released results;
- Customer communication and disposition by authorized personnel (e.g., correct, withdraw, or replace results); and
- Controlled resumption of work only after authorization by designated management (e.g., Quality, Metrology, or authorized designee).

7.10.2 All nonconforming work and actions taken are documented. Where recurrence risk or broader impact exists, formal corrective action is initiated.

7.11 CONTROL OF DATA AND INFORMATION MANAGEMENT

7.11.1 Information Management Systems

7.11.1.1 Laboratory information systems (computerized and non-computerized) used for collection, processing, recording, reporting, storage, or retrieval of data are:

- Validated for intended use prior to implementation (including interfaces);
- Controlled so that software/configuration changes are reviewed, authorized, documented, and re-validated as needed; and
- Considered validated if commercial off-the-shelf applications are used within their designed scope.

7.11.2 Safeguards and Reliability

7.11.2.1 Systems are designed and maintained to:

- Prevent unauthorized access;
- Safeguard against tampering, loss, or corruption;
- Operate under specified environmental/IT conditions;

- Preserve data integrity throughout its lifecycle;
- Record and manage system failures and remedial actions; and
- Ensure backups and restorations are performed and verified at defined intervals.

7.11.3 External or Off-Site Systems

7.11.3.1 When systems are hosted or maintained off-site, Transcat ensures providers meet applicable requirements, including security, availability, integrity, and confidentiality.

7.11.4 Documentation, Verification, and Transfers

7.11.4.1 Instructions/user manuals and reference data are readily available. Calculations and data transfers are verified through appropriate systematic checks to ensure accuracy and reliability.

8 MANAGEMENT SYSTEM

8.1 OVERVIEW

8.1.1 Transcat maintains a documented management system that establishes the policies, objectives, and processes necessary to ensure competence, impartiality, and consistent operations across all laboratories. Executive management demonstrates commitment to developing, implementing, and continually improving the management system and ensures policies and objectives are communicated, understood, and applied at all levels.

8.1.2 All documentation, processes, and records that support the management system are controlled to ensure accuracy, integrity, and accessibility. Personnel involved in laboratory activities have access to the parts of the management system relevant to their responsibilities.

8.2 MANAGEMENT SYSTEM DOCUMENTATION

8.2.1 The management system documentation (e.g., quality manual, policies, procedures, methods, and supporting forms) defines the structure of the system and references or links to all documents needed to meet applicable requirements. Documentation shows how the laboratory addresses the requirements of this standard and integrates applicable corporate policies and procedures.

8.3 CONTROL OF MANAGEMENT SYSTEM DOCUMENTS

8.3.1 Documents (internal and external) related to compliance are controlled to prevent unintended use of obsolete information. At a minimum:

- Documents are reviewed and approved for adequacy by authorized personnel prior to issue;
- Documents are periodically reviewed and revised as needed to remain current;
- Changes are controlled and revision status is clearly identified;
- Relevant versions are available at points of use;
- Distribution is managed to prevent unintended use of superseded versions;
- Obsolete documents retained for any purpose are clearly identified to prevent misuse; and

  All documents are uniquely identified to ensure traceability.

8.4 CONTROL OF RECORDS

8.4.1 Records are maintained to demonstrate fulfillment of management system requirements and to provide objective evidence of competence and compliance. Records may be physical or electronic and are legible, readily retrievable, and protected against damage, loss, or unauthorized access.

8.4.2 Controls address:

- Identification, storage, protection, retrieval, and archiving records;
- Routine backup and secure retention of electronic records, with periodic restore verification;

- Defined retention times consistent with contractual, regulatory, and accreditation obligations; and
- Secure disposal once retention requirements are met.

8.4.3 Access to records is consistent with confidentiality obligations and customer requirements.

8.5 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

8.5.1 Transcat integrates risk-based thinking throughout the management system to help ensure intended results, valid and reliable data, and continual improvement. Risks and opportunities are evaluated during business planning, contract review, method selection and changes, internal audits, and management reviews.

8.5.2 Transcat plans and implements actions proportionate to potential impact, integrates those actions into policies, procedures, training, and monitoring, and periodically evaluates effectiveness through audits, CAPA, and management reviews.

NOTE

No single formal risk methodology is mandated. Transcat applies tools appropriate to the situation—from simple assessments and checklists to structured methods (e.g., FMEA)—based on the nature and significance of the risk.

8.6 IMPROVEMENT

8.6.1 Transcat seeks opportunities to improve the management system, laboratory activities, and customer experience. Opportunities are identified through review of operational procedures, achievement of quality objectives, internal and external audit results, corrective actions, management reviews, personnel suggestions, risk assessments, analysis of data, and proficiency testing/interlaboratory comparisons. Actions are implemented and tracked to completion.

8.7 CORRECTIVE ACTION

8.7.1 When nonconformities are identified, Transcat takes timely and appropriate action. Based on risk and significance, actions may be:

- Correction (fix the specific issue and verify); or
- Corrective action (eliminate the cause to prevent recurrence)

8.7.2 Where corrective action is warranted, the process includes:

- Review and analysis of the nonconformity;
- Determination of causes and whether similar issues exist or could occur elsewhere;
- Implementation of needed actions;
- Evaluation of action effectiveness; and
- Updates to risks, controls, or documentation as necessary.

8.7.3 All actions are proportional to impact, and records are maintained of the issue, response, and results.

8.8 INTERNAL AUDITS

8.8.1 Internal audits are conducted at planned intervals to verify that the management system:

- Conforms to internal requirements and applicable standard; and
- Is effectively implemented and maintained across locations and activities.

8.8.2 The audit program is risk-based and considers the importance of activities, organizational changes, and results of previous audits. Each audit has defined criteria and scope, and results are reported to relevant management. Findings are addressed through timely corrections or corrective actions, with records retained.

8.9 MANAGEMENT REVIEW

8.9.1 Management reviews are conducted at planned intervals at the corporate level with participation from appropriate leadership to confirm the continuing suitability, adequacy, and effectiveness of the management system and alignment with policies and objectives.

9 NUCLEAR INDUSTRY CUSTOMERS

9.1 Transcat has implemented a reporting system in accordance with Nuclear Regulatory Commission (NRC) 10 Code of Federal Regulations (CFR) Part 21, a copy of which shall be posted in each laboratory within the Transcat network.

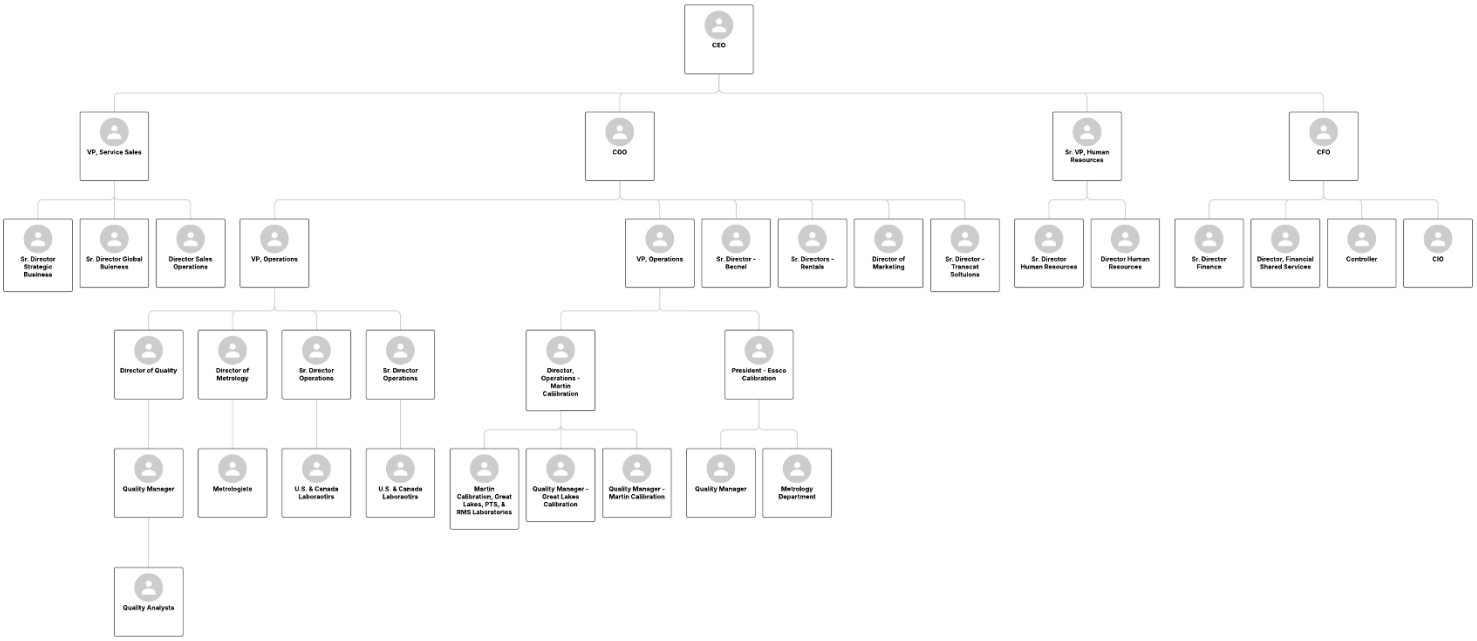
10 SAFETY

10.1 Transcat maintains a robust Safety Program built on compliance, training, and continuous improvement. We proactively identify and control hazards, provide appropriate personal protective equipment, and verify the effectiveness of our safeguards so work is performed safely – whether in our laboratories or at customer facilities.

11 VERSION HISTORY

#	Description	Developed By:	Authorized By:	Date:
--	Initial Release	Z. Thompson	L. Rudow	04/01/2026

A ORGANIZATIONAL CHART



NOTE

Organizational chart only shows Executive Leadership and major functions related to the Quality Management System. It is representative of the reporting structure at the time of publication and is subject to change

B TRANSCAT LOCATIONS

Calibration Lab	ISO 17025 Certificate #
Boston, Massachusetts	AC-2489.04
Charlotte, North Carolina	AC-2489.07
Chesapeake, Virginia	AC-2489.21
Cincinnati, Ohio	L2181-1
Cleveland, Ohio	AC-1287
Cork, Ireland	AC-2489.29
Dayton, Ohio	AC-2489.06
Decatur, Alabama	AC-2489.31
Denver, Colorado	AC-2489.10
Houston, Texas	AC-2489.02
Indianapolis, Indiana	AC-2489.30
Los Angeles, California	AC-2489.08
Milford, Massachusetts	AC-2489.22
Montreal, Quebec	AC-2489.28
Ottawa, Ontario	AC-2489.24
Palm Beach, Florida	AC-2489.25
Paxinos, Pennsylvania	AC-2489.19
Philadelphia, Pennsylvania	AC-2489.03
Phoenix, Arizona	AC-2489.11
Pittsburgh, Pennsylvania	AC-2489.15
Portland, Oregon	AC-2489.01
Rochester, New York – Corporate Headquarters	AC-2489
San Diego, California	L2214 AC-2489.27 (Pipettes)
San Juan, Puerto Rico	AC-2489.05
St. Louis, Missouri	AC-2489.13 (St. Louis)
Toronto, Ontario	AC-2489.23
Burnsville, MN – Martin Calibration	ACT-1265
Eau Claire, WI – Martin Calibration	ACT-1265
Mundelein, IL – Martin Calibration	ACT-1265
Addison, IL – Great Lakes Calibration	3312.01
Tempe, AZ – Precision Technical Services	L2272
Sturtevant, WI – RMS Quality Services	ACT-1265.01
Boston, Massachusetts – Essco Calibration	200972-0

QM-001 Quality Manual

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