

Changes to Transcat Service Levels

Several changes are being implemented to Transcat's service levels effective March 2021. These changes are a result of the changes to ISO 17025:2017, ILAC P14, and ANSI Z540.3-2006 and [NIST's Policy on Traceability](#). We will try to answer some of these questions. Some of these topics will be expanded on in other white papers and FAQ's which can be found above.

Transcat has previously provided three accredited levels of service. All three levels of our service that we have been providing have been accredited calibrations per the ISO 17025 standard that we have been audited to by our accrediting body (ANAB). Per ILAC (International Laboratory Accreditation Committee) which is the international organization for accreditation bodies, all accredited calibrations must now include measurement uncertainties to be considered an accredited calibration. This change was released in September 2020 and must be implemented by March 31, 2021.

In addition, ILAC P14, ISO 17025:2017, and NIST's Policy on Traceability all require that calibrations that do not include reported measurement uncertainties prevent the respective instrument from propagating traceability. These changes along with the requirements of Z540.3-2006, we have updated our service levels to provide flexibility to meet our customer's various quality requirements. The changes to our service levels are detailed [here](#).

Q: I have been receiving a calibration without data (or with data) from you. How does this change affect me?

A: The main differences in these two levels is that you will no longer see an accreditation logo on your certificate and there will no longer be a statement of traceability to SI units on the certificate. Otherwise your calibration will be the same as you have previously been receiving from Transcat. All our calibrations will follow the same processes by the same personnel using the same standards.

Q: If the calibration is the same, why will the certificate not have the accreditation logo on it?

A: As mentioned previously, the international standards, accrediting bodies, as well as NIST have maintained that to have traceability, measurement uncertainties must be provided and without those a calibration cannot be considered accredited.

Q: What if I need to have an accredited calibration?

A: We will still be able to provide you an accredited calibration. You will just need to specify that requirement at the time you place your order.

Q: Why are measurement uncertainties important?

A: Because there are no perfect measurements and no perfect instruments. There is always something unknown about every measurement. If you are performing any type of calibration on any device that will, in turn, be used to perform other process measurements, you will be passing along any potential error. This can be thought of as the domino effect: any uncorrected errors and all uncertainties in the calibration measurement process will be passed down to all the measurements made by the calibrated device.

Q: Does every calibration company have to follow these standards?

A: The Yes, if they are accredited to the ISO/IEC 17025 standard and the measurement parameter is on their scope of accreditation. If you request an accredited calibration and the accrediting body logo is on the certificate, they must provide the measurement uncertainties. If a company is providing a calibration with an accreditation logo and it does not contain measurement uncertainties then it is in violation of their accreditation.

Q: What if I am not sure about what level of service I need?

A: You can feel free to contact us with any questions and one of our calibration specialists will be happy to discuss your requirements and provide any assistance that we can.

For more information about our decision rules or your calibration requirements, contact one of our calibration professionals at 800-828-1470 or [contact us](#).