

Calibration Lab Performance Measurements – What's in Your Metrics?

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Abstract

A calibration or metrology lab is a very complex function. It is so complex that when asked a question by management the answer is usually "that depends" or "yes, maybe" or "no, that can't be done". These were never favorable answers so we had to identify metrics in order to provide answers in cold, hard facts.

What's important to one organization may not be important to another. Keeping expenses down and profits up is very important to a calibration vendor (lab) providing services for profit. While a pharmaceutical company is concerned about costs, risk is a far more important issue. Especially considering that every component of every product is affected by calibration. One mistake could cost the company millions of dollars and the impact to the public significant, if not catastrophic.

This paper will examine what to measure and why; how to gather the information; and some ideas on improving your lab's performance. Some of the areas covered will be quality, production, profit, expenses, resource utilization, and the calibration management system. Examples will be provided from companies with in-house calibration labs and calibration vendors.