**Tmm-5 | Wednesday, February 26 | 8:00 AM - 12:00 PM | 1/2-Day AM (4 hours)**

**Course Title:** Reviewing Supplier Provided Calibration Certificates; guidelines and red flags for acceptance and resolution as they relate to compliant servicing events

**Instructor:** James (Smitty) Smith, The Boeing Company

**Course Description:** This hands-on tutorial addresses the growing concern and often confusion amongst practitioners surrounding the review, analysis and acceptance of supplier provided calibration certificates. Presentation Materials, topics and open discussion are based on the LM (Lab Management) guide in development by the NCSLI Laboratory Operations groups. Focus of the tutorial includes process elements, methods for standardizing tasks and actions, hands on review of sample certificates and in-depth discussion of steps to be taken for common and recurring issues. The tutorial is specifically designed for Quality, Staff and Technical personal who have the tasks of overseeing or performing supplier certificate review or acceptance/rejection of event documentation and services.

Significant time is allotted to “Red Flags” as they relate to data, methodology and summary of results. In today’s business climate often the certificate reviewer is not someone technically proficient in the actual calibration specifics of a wide variety of instrumentation and measuring tools. This tutorial is one building block in developing internal people & processes along with establishing standardized methods for efficient review of supplier services. Discussion foundation is centered on ISO/IEC 17025:2017 criteria (section 7.8.2) but is designed to be flexible for inclusion of other Standards and paying particular attention to the need for “customized” services or those based on Profession Society guides/methods e.g. ASTM, IEEE, ASME, ANSI, ISA etc.

Natural progression through the process from development of your Request for Service (RFS) through the Documentation of an Accepted/Unacceptable service event will be presented and detailed with the attendees. Attendees will be asked to provide topical prime concerns from personal applications which they would prefer addressed to better customize the discussion. This tutorial is a partnership within our community to create higher quality products and services with an understanding of the service model.

**Learning Objectives:**

1. Understand the variety of elements within the Supplier Service model.
2. Identify key Calibration Certificate fields and their usage/intent.
3. Introduction and awareness of “Red Flags” commonly found on Calibration Certificates.
4. Perform hands-on evaluation of example calibration certificates to reinforce discussion and presentation materials.

**Instructor Biography:** Jim (Smitty) Smith has 35+ years of experience in Calibration and Metrology in the Production, R&D, Maintenance and Test environments. Starting with serving in the US Navy as an Instrument man and then in various Aerospace positions with McDonnell Douglas & Boeing. He has held positions in Calibration & Standards, Engineering, Quality, Business and Asset Management across a wide variety of lines of Military, Space and Commercial products. Smitty has been closely involved with and presented at numerous NCSLI, ASQ & MSC events over the past couple decades and currently is the NCSLI VP of Laboratory Operations as a Board member.