



Central Indiana Section Charles Andrew

The NCSLI Central Indiana Section fall meeting was held on October 24, 2013 at Eli Lilly and Company in Indianapolis Indiana. A total of 32 participants were in attendance. The theme of the meeting was “Walking in The Customers’ Shoes.” The weather outside was frightful with our first taste of winter including rain, sleet and a few snowflakes. Fortunately, the roads were clear and everyone arrived on time.

Our first speaker was Jay Bucher, Butcherview Metrology Services. His presentation was “Finally – Just the Facts” Exposing the lies, misnomers, and myths about traceable calibrations that meet ISO and FDA requirements within the biotech, pharmaceutical, and medical device industries. Jay could not be at our meeting in person so he made his presentation via the Internet. After a few adjustments on our side, his presentation worked well.

Jay’s learning objectives were: what do the standards and regulations say, the true meaning of calibration and traceability, de-

bunking myths, the five parts of a quality calibration program, and calibration certificates and calibration records.

The second speaker was Lloyd Baker of Trescal and the NCSLI Mid-Western US Region Coordinator. Lloyd presented “Updates from the NCSLI Board of Directors.” Lloyd discussed how the board supports the regions, regions support local sections and local sections support calibration members. Lloyd announced information about the upcoming Technical Exchange in Raleigh, North Carolina and the NCSLI upcoming Workshop & Symposium in Orlando, Florida scheduled for July 28 - 31, 2014.

Our third speaker was Dilip Shah, President, E=mc³ Solutions. His presentation was titled “Statistics from the Customer’s View.” Learning objectives were: Who is the customer? Why does the customer need to be more knowledgeable? And, how will customers become more knowledgeable?

Some key points presented were communicating with the test lab about unit under

test (UUT) performance issues prior to calibration, knowing the calibration laboratory’s capabilities and knowing what to ask for. Customers should monitor calibration data by taking measurements before and after calibration, using statistical process control and/or using ANOVA analysis to determine significance of changes.

One example presented was a case where a customer was monitoring performance of a standard platinum resistance thermometer (SPRT) that showed shifts in temperatures that revealed that incorrect water was used to make ice. A root cause analysis determined that procurement had purchased mineral water instead of distilled water due to the price difference. Monitoring the process prevented disruptions and saved money in the long run.

Finally Dilip discussed how to review a calibration certificate looking for statements to question. Such statements may include uncertainty values larger than tolerance of the UUT, standards



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used that are less accurate than the UUT, uncertainties stated at 95 % ($k = 2$) but no uncertainty data, a single PASS statement with no data, As-Left data worse than AS-found data and lastly identical data as last year's data that may indicate duplication without actual calibration.

Our final speaker was Heather Wade, Calibration Officer, NSF International. Her presentation was titled "Effective Communication between Customers and Their labs." Heather's learning objectives were: A tool to easily standardize and document effective communication between labs and customers, please calibrate this, where is my data? But I need "X" calibrated! Why is it taking so long? How much for uncertainty data? Where is my as-found?

Heather discussed contract review, evaluating vendors before sending equipment, documenting special instruction in the PO so it's legally binding, taking pictures of complex systems before sending to vendor, inspecting equipment upon return and what to do if the equipment is damaged or the service was not complete. Examples were discussed.



Panel Discussion.

Our final group activity was a panel discussion titled "You Want What?" Panel members included; Heather Wade, Dilip Shah, Kevin Broderick of Tangent Labs and Rodger Hickey of Tangent Labs. There was lively discussion of various requirements, specifications and examples were given about vendor and customer interactions, both good and bad. Our moderator was Andre Pipkin of Johnson Controls.

The last activity of the day was an optional tour of the Eli Lilly and Company Corporate Standards Laboratory. Several attendees took advantage of this opportunity.

The Central Indiana Section steering committee members are Kevin Pata of Roche Diagnostics, Kevin Broderick of Tangent Labs, Bridget Bray, John Bush, Beverly Aikins, and Elizabeth Robinette of Eli Lilly and Company.

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