



ADDITIONAL SERVICES & INFO

In addition to Collection and Delivery, Fast-Turnaround Times and our Repair Service we also offer a Recall Service and a Calibration Management Contract Facility to our client's which reflects the Company's proactive drive towards continuously improving service. We aim to offer a 'complete' service and the additional points highlighted below demonstrate that process.

- **On-Site Calibration Service**

RCL offers a wide range of calibration services on customer locations.

This service can be planned around your schedules and benefits customers with reduced downtime, with no risk of damage in transit. With no need to hire equipment while away for calibration, this option is very cost effective.

- **Recall Service**

Many clients operate their own systems but those choosing our option have found that it relieves the burden of developing and maintaining a system, which highlights those instruments due for calibration. Such a system is a requirement of a ISO 9001:2008 Quality Management System.

This service provides an accurate assessment of which items are due for calibration and also sends reminders when items have not been received and become overdue. As standard, an itinerary of the client's equipment is developed and a statement will be sent out on a monthly basis highlighting those instruments due for calibration in the forthcoming month and those that are overdue.

Flexibility is important in all aspects of a successful business and the *Recall System* is no exception. We are able to tailor our system to what most benefits our client. If, for example, one month's notice is too much, then this can be adjusted to two weeks etc.

Records are frequently updated through communication with the client. When a piece of equipment either becomes obsolete, lost or uneconomical to repair then this item will be deleted from the itinerary. Should any instrument require rescheduling, for example, a calibration period changing from 6 to 12 months, this is easily implemented. In addition, when new test equipment is bought this would be added to the list.

We have successfully developed and maintained many recall systems with present clients who have all found them to be most beneficial over a period of years. The best systems are those where the client actively communicates information to RCL regarding the present state of the itinerary and its equipment.

- **Calibration Management Contract Facility**

The new quality standard for calibration, ISO/IEC 17025:2005 clearly addresses the electronic age. Certificates of Calibration can now be provided and stored electronically which will almost certainly eradicate storage problems for many clients. It also ensures that RCL can maintain and operate calibration databases on behalf of clients.

At present, we manage some clients' total requirements, for example, storage of certificates and result sheets, sending of recall notices when instruments are due calibration and keeping clients informed with work-in progress reports. At any time, we are able to send details of instruments if required, for example, if there was an audit.

The following details are accessible:

- Certificates of Calibration
- Table listing Delivery Notes
- Client Inventory Database showing individual instrument details, when they were calibrated and when they are due
- Work-In-Progress Reports

A search facility is available for ease of use when finding certificates, for example, using a Client ID or Serial Number.

We believe that we can dramatically reduce the time spent managing one's instrument inventory and all of the associated paperwork that goes with it. Clients will be able to request all