



Calibration

# Who is doing your calibration work?

 **UKAS**  
A world of confidence



# Who is doing your calibration work?

By choosing a UKAS accredited calibration laboratory, not only can you be assured that you are receiving the most appropriate service for your needs but you will also discover that the UKAS 'symbol' on your documentation brings with it national and international recognition to your business.

You should be confident that your goods, services and their component parts are based on measurements taken with correctly calibrated measuring equipment.

There is a way to ensure that your organisation adheres to the requirements of its ISO 9001 certification and which also means you can have increased confidence that any calibration carried out on your behalf is done so in a reliably competent, consistent and impartial manner and to the correct degree of accuracy.

Make sure that the organisation doing your calibration work is accredited to ISO/IEC 17025 for those particular calibrations.

## What is ISO/IEC 17025?

The international standard ISO/IEC 17025 defines what is required of a laboratory in order for it to demonstrate both technical competence of the personnel and the availability of all the technical resources needed to produce reliable data and results for a defined set of tests, measurements or calibrations.

In addition to the technical requirements, there is a second major component of this standard which requires that the management systems of the facility meet the principles of ISO 9001.



## Competence and impartiality

The competence of a calibration laboratory you appoint may be crucial to maintaining your reputation as a responsible organisation. It is therefore surprising that organisations are still tempted to use the service of laboratories whose competence has not been confirmed by an independent, authoritative third party.

UKAS is the sole UK accreditation body recognised by government to assess, against internationally recognised standards, organisations that provide calibration services. UKAS combines a depth of technical knowledge and expertise built up over many years with scientific and technical specialists operating across a range of calibration activities.



## What are your calibration needs?

There are many calibration laboratories in the UK, supporting the activities of other accredited testing laboratories and providing accurate measurement and traceability to the manufacturing, engineering and construction sectors, as well as to equipment makers.

ISO/IEC 17025 covers a broad range of calibration activities, including: Temperature and Humidity; Pressure, Vacuum and Flow; Optical; Electrical Calibration; Radiological Calibration; Accelerometry; Magnetics; Acoustics; Density; Dimensional; Force; Hardness; Mass; Volume; and Torque.



# What our customers say

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## Hardness Calibrations

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“ Accreditation gives customers vital confidence in the competence, processes, quality systems and accuracy of results that we produce. This is why gaining accreditation was considered such a priority as a new company and why we waited until we had achieved this accreditation to offer our services to customers. ”

**Keatan Pangli, Commercial Manager and Head of Laboratory**



## Road Safety Support

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“ Achieving and maintaining our UKAS accreditation is a great source of pride for us and we value the credibility it gives us and the confidence it brings to our customers. ”

**Rebecca Morris, Marketing Manager**



## EffecTech

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“ Accreditation is absolutely key as it allows us to demonstrate the high quality our customers demand. Virtually everything we offer to our customers is covered by accreditation and this will continue to be the case. Our services are equally applicable to non-fossil fuels as they are to fossil fuels and our future strategy will be to develop this side of the business, always underpinned by accredited standards for confidence, quality and safety. ”

**Kate Leech, Marketing Manager**



## Optimax

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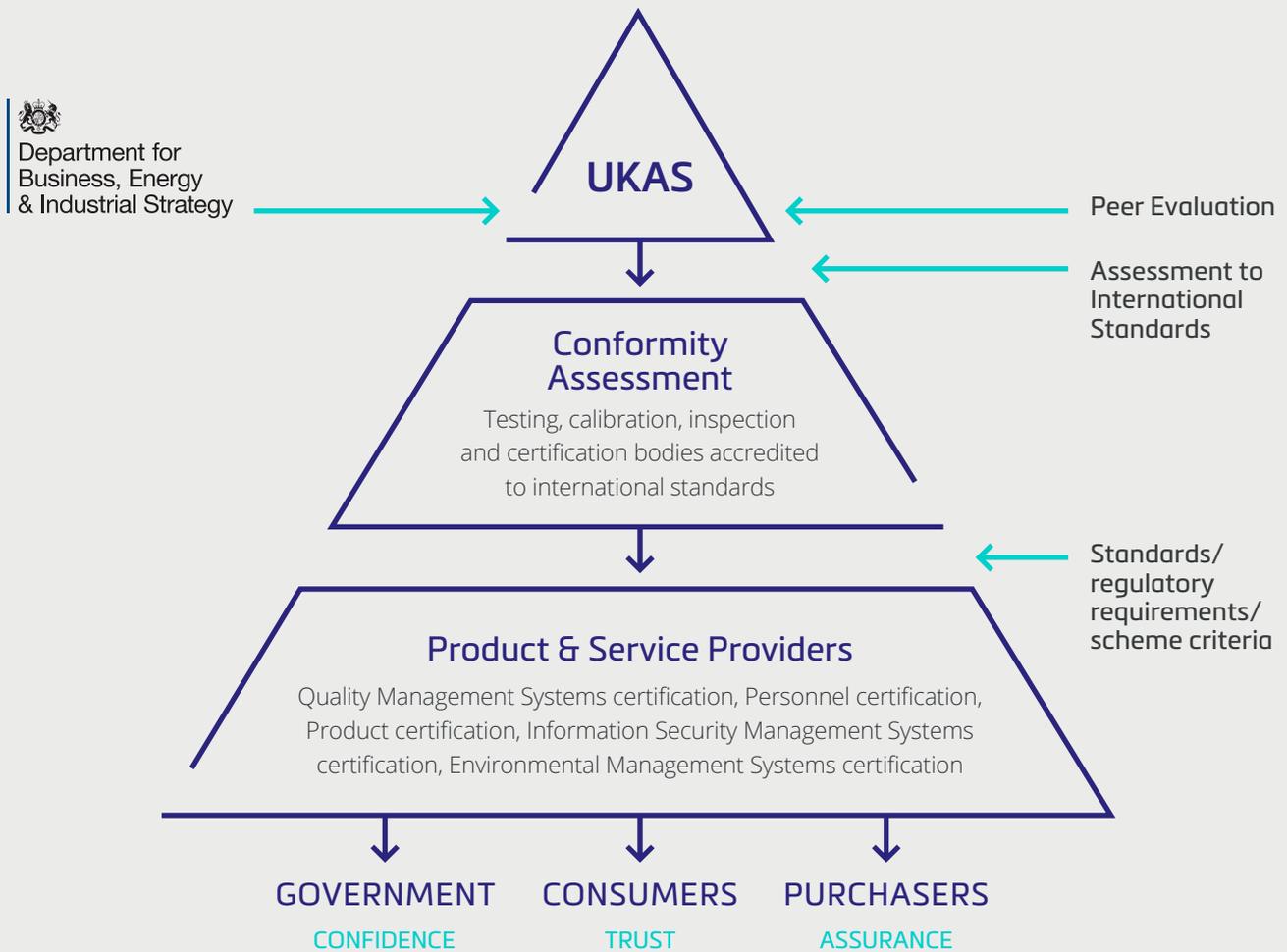
“ The external independent scrutiny that UKAS accreditation provides, helps maintain internal operating standards. It offers an opportunity to challenge and fine tune long-established operating processes and behaviours and ensure they meet or exceed industry best practice. Our engineering staff are rightly proud of our accredited status as it plays a pivotal role in both technical up-skilling and contributing towards continuous improvement across the whole business. We truly value our annual external UKAS assessment. ”

**Pete Clements, Managing Director**



# UKAS market position

A calibration laboratory accredited by UKAS has proved that it complies with best practice and is competent to deliver a consistently reliable and impartial service which meets the appropriate, internationally-recognised standard.



## Mutual recognition: Global

- + Accreditation provides a global network of technical assurance, demonstrating equivalence to help eliminate technical barriers to international trade.
- + This assurance is underpinned by a robust process of peer evaluation, ensuring accreditation bodies comply with the requirements of ISO/IEC 17011. This enables an Accreditation Body to become a signatory to a mutual or multilateral recognition arrangement.
- + Being a signatory to a recognized international mutual or multilateral recognition arrangement (such as EA MLA - Multilateral Agreement and ILAC MRA - Mutual Recognition Arrangement) means that the reports and certificates produced by bodies accredited by that signatory should be accepted as technically equivalent to reports and certificates issued in the countries of all other signatories.



## ISO 9001 certification does not ensure technical competence and validity

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ISO/IEC 17025 should not be confused with the quality management standard ISO 9001. The latter is the generic standard for quality management systems applicable to all organisations irrespective of type, size, product or service provided.

It does not require evaluation of the technical competence of a calibration laboratory. ISO 9001 should not be regarded as an 'acceptable' alternative to ISO/IEC 17025. This is because with certification to ISO 9001 the emphasis is on establishing an organisations compliance with requirements for a quality management system, it does not contain technical requirements for personnel and operations. In other words, you do not have assurance that the calibrations are accurate.

Identifying a UKAS accredited ISO/IEC 17025 laboratory is simple, each UKAS accredited calibration laboratory is permitted to display the National Accreditation calibration symbol.

## Benefits of accredited calibration

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**There are a host of reasons why you should use the services of a UKAS accredited calibration laboratory. Here are some of the most important:**

- + **Minimise risk** – While risk can never be removed altogether, employing the services of a UKAS accredited calibration laboratory increases the likelihood of accurate measurements and tests, carried out in compliance with best practices to limit product failure and down time.
- + **Maintain your reputation** – Use of an accredited calibration service demonstrates a commitment to integrity, quality and competence, benefiting your customers and end-users.
- + **Reduce costs** – Properly calibrated equipment is more reliable, leading to improved productivity and reduced downtime. Using an accredited supplier can save time and money.

- + **Access to international markets** – Accredited calibration provides confidence that equipment is calibrated through an unbroken chain to national/international standards. This assurance of traceability facilitates access to local and international markets.
- + **Win new business** – Accredited calibration provides independent assurance of competence, setting you apart from the competition and supporting the generation of new business and access to new markets.
- + **Supply chain confidence** – Accredited calibration can create confidence in industry supply chains and is often specified by public and private sector organisations as a prerequisite for acceptance.

## What are the risks of using a calibration body that is not UKAS accredited?

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Confidence in your choice of calibration laboratory is essential. Using a supplier that has not been independently assessed to the relevant national/international standard runs the following risks:

- + **Inexperienced staff** – Competence is built on qualifications, experience, appropriate professional development and consistent adherence to best practice
- + **Insufficient resource** – Risking inadequate or incomplete work and unreliable results
- + A lack of impartiality
- + Insufficient feedback mechanisms with no formal complaints process, accountability or redress to UKAS
- + Lack of due diligence and exposure to claims
- + Use of inappropriate or faulty calibration equipment causing quality concerns within your business.

# Confused about the difference between accreditation and certification?

Here's what you need to know: In this leaflet we refer to both certification and accreditation. Organisations are certified to ISO 9001 but accredited to ISO/IEC 17025. For calibration services, you need to ask for an accredited laboratory.

## Certification

is written assurance by a third party that a product, process or service conforms to or complies with specified requirements.

## Accreditation

is the procedure by which an authoritative body gives formal recognition that a body or person is competent to carry out specific tasks.

## How to find a UKAS accredited calibration laboratory

UKAS is the only organisation recognised by government to accredit calibration activities in both the private and public sectors against ISO/IEC 17025 in the UK.

To find a calibration laboratory that meets your needs, please visit our website.

International Laboratory Accreditation Cooperation (ILAC) Accreditation Bodies members, such as UKAS, are accepted globally <https://ilac.org/>.

UKAS has formally been appointed as the National Accreditation Body for the United Kingdom by The Department of Business, Energy & Industrial Strategy (BEIS). BEIS works with UKAS to ensure that it operates in the public interest and meets the obligation imposed by the Regulation.

## Look for the UKAS symbol

Make an informed choice and have confidence in your suppliers by looking for the UKAS symbol.

Only organisations accredited to ISO/IEC 17025 for calibration are permitted to display the calibration symbol, one of the national accreditation symbols.



## Further information:

A full list of UKAS accredited calibration laboratories can be found at: <https://www.ukas.com/find-an-organisation/>

## Get in touch

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