



## Fluke North America Quality Systems Survey Response

### Cover Page

Dear Valued Customer,

Thank you for contacting us. At Fluke, we value your business and are committed to providing the best service and products possible to meet your needs.

We have received a request to provide you with our company information to add or re-qualify Fluke as a customer or supplier.

Due to the volume of requests and to provide information more quickly and consistently, we are providing you with our standardized Quality System Survey specific to Fluke, North America sites (*list of applicable sites found on page 7*). Please note that our IT policies restrict us from completing online surveys.

If you are adding or re-qualifying Fluke as a customer within the United States, please refer to the business information relating to Fluke Electronics Corporation (FEC). If you are outside of the United States, please refer to the business information relating to Fluke Corporation (FC). Business information not identified as FC or FEC is universal.

Many Purchase Orders or Supplier Surveys state compliance requirements to the customer's Quality Management System. Fluke Electronics Corporation cannot state compliance to a customer's quality system. All calibration requirements or calibration report requirements should be clearly stated on your Purchase Order. We will perform all work and shipping in accordance with approved Fluke Quality System Documents unless otherwise requested and agreed to in writing.

Our policy restricts signing of Supplier Quality Agreements and Change Notification Agreements. Historically, Change Notification Agreements are for contract manufacturing facilities. Fluke is the original equipment manufacturer (OEM) of off-the-shelf test and measurement equipment which is manufactured to our design specifications. Our manufacturing processes and product specifications are proprietary information. We also provide calibration services of Fluke test and measurement equipment. The services we provide is an off-the-shelf service. Calibrations are performed against published manufactures specifications. If you have additional requirements, they must be stated in the Purchase Order submitted at time of service for Fluke to review.

All orders received by Fluke will be governed by the Fluke Terms and Conditions of Sale located at: <https://www.fluke.com/en-us/fluke/fluke-terms-and-conditions-of-sale>.

Our Quality Management System is based on continuous improvement. All changes to procedures are subject to a rigorous review and validation prior to being released for use on customer product.

We respectfully decline the request to sign Supplier Quality Agreements and Change Notification Agreements.

Date:	10/28/2025	Fluke Quality Systems Manager	
-------	------------	-------------------------------	--

**Table of Contents**

Cover Page..... 1

Company/Business Information..... 3

Frequently Asked Quality Assurance Questions..... 4

ISO/IEC 17025 Accredited Certificate of Calibration Specific Questions..... 6

Quality Contact Information and Links to Certifications..... 7

Quality Contact Information and Links to Certifications (continued)..... 8

Orders, Service and Technical Contact Information..... 8

### Company/Business Information

Fluke is the world leader in the manufacture, distribution and service of electronic test equipment and software. From industrial electronic installation, maintenance, and service, to calibration and quality control, Fluke equipment help keep businesses and industries around the globe up and running.

Fluke is an indirect wholly owned subsidiary of Fortive Corporation, Everett, WA.

#### OFFICERS

Parker Burke  
Neal Nowick  
Rebecca Jessep

Fluke President  
VP Global Operations  
Director of Quality, EHS & Compliance

Management Representative  
Quality Representative

Ultimate Parent Company of Fluke Electronics Corporation (FEC)	Fortive Corporation 6920 Seaway Boulevard Everett, WA 98203	Ultimate Parent Company of Fluke Corporation (FC)	Fortive Corporation 6920 Seaway Boulevard Everett, WA 98203
Headquarters Address:	6920 Seaway Boulevard Everett, WA 98203	Website:	<a href="http://www.fluke.com">www.fluke.com</a>
Business Size:	Large; Corporation; No Minority	Foreign Control	No
Number of Employees:	500+ Worldwide	Company Name:	Fluke Electronics Corporation (FEC); Fluke Corporation (FC)
Years in Business:	1997 (FEC); Since 1948 (FC)	Incorporated:	Delaware (FEC); Washington (FC)
Subject to Backup Withholding (Form 1099):	No; Exempt	FSCM Cage Code:	4U744 (FEC)
Federal Identification (TIN):	91-2171817 (FEC) 91-0606624 (FC)	SIC Code:	3825
DUNS Number:	00 268 7614 (FEC) 00 925 2065 (FC)	Payment Terms	Net 30 from date of invoice
Federal Unique Entity ID:	YA5LYT9J7TX5 (FEC) PFLEHBVAT9R3 (FC)	Freight Terms:	FOB Origin; PP & Add or Collect
NAIC Codes:	334513, 334515, 334516, 334519	Minimum Order Qty.:	N/A
Sales/Use Tax:	Registered in all states required to pay sales and use taxes	Credit Cards Accepted:	American Express, Master Card, Visa
Fluke W-9:	<a href="https://www.fluke.com/en-us/fluke/tax-information">https://www.fluke.com/en-us/fluke/tax-information</a>		
Fluke Terms & Conditions:	<a href="https://www.fluke.com/en-us/fluke/fluke-terms-and-conditions-of-sale">https://www.fluke.com/en-us/fluke/fluke-terms-and-conditions-of-sale</a> -OR- <a href="https://www.fluke.com/en-us/fluke/fluke-terms-of-use">https://www.fluke.com/en-us/fluke/fluke-terms-of-use</a>		
Standards of Conduct:	<a href="http://www.fortive.com/integrity-and-compliance">http://www.fortive.com/integrity-and-compliance</a>		
Inclusion & Diversity:	<a href="https://www.fortive.com/inclusion">https://www.fortive.com/inclusion</a>		
FAR or CFR Compliance:			
CFR 60-1, & 41 CFR 60-2		FAR 52.222-21 Certification of Non-Segregated Facilities	
CFR 60-250.4 Disabled Veterans		FAR 52.222-25 Affirmative Action Compliance	
FAR 52.222-26 Equal Opportunity		FAR 52.222-22 Previous Contracts & Compliance Reports	
<b>Principle products provided by Fluke Electronics Corporation:</b> Manufacture professional electronic test and measurement equipment/software, thermal profilers, pressure and temperature measurement and provide calibration and/or repair services.			
<b>Fluke Corporation Country of Origin Disclaimer:</b> The Country of Origin provided by Fluke Corporation (“Fluke”) is intended to comply with World Customs Organization origin rules. <b>This information, however, may not be used for the purpose of qualifying Fluke products for any Free Trade Agreement or other duty preference programs, the Trade Agreements Act, the Buy America Act, or any other government contract requirements.</b> If you require origin information for any of these purposes, please contact <a href="mailto:countryoforigin@fluke.com">countryoforigin@fluke.com</a> . Sourcing and manufacturing processes change periodically. Such changes may impact the Country of Origin. You should periodically confirm Country of Origin with Fluke. Fluke is in no way responsible for any damages or penalties suffered by you as a result of using or relying upon such information. Fluke items do not qualify for NAFTA.			

### **Frequently Asked Quality Assurance Questions**

<b>Quality System</b>	
Do we have a quality manual? Find here <a href="#">Certificates, Quality Manuals and Quality Policies</a>	Yes
Are our quality objectives defined and documented?	Yes
Are all calibration/test personnel required to familiarize themselves with the quality documentation and implement the policies and procedures in their work?	Yes
Are the roles and responsibilities of key personnel defined?	Yes
Do we have written procedures for document control?	Yes
Do we control obsolete procedures to prevent unintended use?	Yes
Do we have documented procedures defining how quality records are managed?	Yes
Do we have a defined process for release of quality documents?	Yes
Do we ensure personnel have easy access to released quality document?	Yes
Do we communicate the effectiveness of the quality management system to personnel?	Yes
Do we have a defined schedule for reviewing quality documents?	Yes
Will work be completed in accordance with the customer's Quality Assurance Manual?	We perform all work in accordance with Fluke's approved Quality Manual(s) and do not claim compliance to customer's Quality Assurance Programs or Manuals.
Do we have established procedures for the maintenance and backup of all electronically stored quality records?	Yes
<b>Review of Customer Requirements</b>	
Do we have established procedures for the review of customer contracts and Purchase Orders ensuring the laboratory has adequate resources and capability to meet the customer requirements?	Yes
Are any differences between customer requests, contracts and/or purchase orders resolved prior to the commencement of work?	Yes
Are all records held secure and customer confidentiality maintained?	Yes
<b>Purchasing/Supplier Management</b>	
Do we have established procedures for the purchasing of services and supplies?	Yes
Do we have a controlled Approved Suppliers List (ASL)?	Yes
Do we have a defined process for the evaluation of suppliers of critical materials or services?	Yes
Do we monitor our supplier performance?	Yes
<b>Customer Feedback and Service to the Customer</b>	
Are we willing to allow customers access to our facilities for on-site auditing or test/calibration observations? Subject to North American Reasonable Access Policy	Yes
Do we have a customer feedback and complaint process?	Yes
Is the customer complaint process available to customer? See Fluke 17025 Quality Manual	Yes
Do we have a defined process for handling nonconforming work?	Yes
Do we have a defined process for customer notification when a calibration standard is found to be out of tolerance?	Yes
<b>Corrective Action and Preventative Action</b>	
Do we have a policy to continually improve the effectiveness of our quality system and our calibration processes?	Yes
Do we have a defined policy and procedure for corrective action?	Yes
Does our corrective action procedure drive to root cause and monitor the effectiveness of the changes?	Yes
Do we have a risk mitigation/preventive action policy?	Yes
<b>Internal Audits and Management Review</b>	
Do we have an internal audit process?	Yes
Are people performing internal audits qualified?	Yes
Are audit results reviewed by management?	Yes
Do we conduct management reviews?	Yes
Are findings resulting from the management reviews recorded and corrective actions carried out within an agreed timeframe?	Yes
<b>Climate Change and Sustainability</b>	
Has Fluke determined whether climate change is a relevant issue?	Yes
Has Fluke identified relevant interested parties and requirements?	Yes

<b>Calibration</b>	
Do we have an established calibration program?	Yes
Do we have an established procedure for maintaining traceability of calibrations?	Yes
Do we maintain traceability to SI units?	Yes
Do we have documented procedures defining the receiving, handling, and storage of customer owned materials and instruments?	Yes
Do we have a formal training program?	Yes
Do we have an established records retention policy?	Yes
Do we subcontract calibrations?	Yes
Do we notify customers of items being subcontracted and pass on customer requirements?	Yes
Do we audit and/or qualify subcontractors?	Yes
Do we have a process for tracking customer's orders?	Yes
Do we have a contract review process?	Yes
How long are calibration records retained?	Minimum 7 years
Do we have an established maintenance process for all calibration standards and equipment?	Yes
Do we utilize Statistical Process Control?	Yes
Are responsibilities and authorities defined and communicated within the organization?	Yes
Does the organization have an appointed a member of management who has organizational freedom to resolve matters pertaining to quality?	Yes
<b>Inspection</b>	
Do we have written inspection procedures?	Yes
Are inspection stamps used and regulated?	No
Are adequate records kept for all inspections/tests?	Yes
Is the equipment calibrated prior to use?	Yes
Are standards labeled with the calibration date and date due?	Yes
If a standard is found to be out of tolerance, do we notify the user?	Upon request
Can a Certificate of Conformance to Purchase Order requirements be furnished upon request?	Yes
Do we hold a FAA Repair Station Certificate?	No
<b>Manufacturing Processes and Work Space</b>	
Do we practice lean and error proofing in the manufacturing and service of your product.	Yes
Do we have enough workspace to perform the manufacturing and service processes?	Yes
Do we have a risk management process?	Yes
Do we share product specific manufacturing or service process information?	No

**ISO/IEC 17025 Accredited Certificate of Calibration Specific Questions**

Does Fluke have a process to review special requirements to meet my specific needs?	<b>Yes.</b> All special requirements requests must be submitted via the online RMA tool, email or phone when the order is placed or on the PO/calibration requirements sent with equipment.
Are amended calibration reports clearly identified?	<b>Yes</b>
Do the calibration certificates identify the technician performing the calibration?	<b>No.</b> Certificates have the Signature and title of person accepting responsibility for the calibration certificate (authorized signatory).
Do Fluke's Certificates of Calibration provide a recommended calibration interval?	<b>No.</b> However, we will assign an interval upon request when placing the order or in the Purchase Order requirements.
Are Fluke calibrations traceable to NIST?	Fluke calibrations are not necessarily traceable to NIST. Calibrations are traceable to the International System of Units (SI) through recognized National Metrology Institutes (NIST, PTB, NPL, NIM, NRC, etc.), radiometric techniques, or natural physical constants. The National Metrology Institutes (NMI) we choose are traceable to the SI and are members of BIPM and have capabilities published in KCDB.
Does Fluke supply NMI Test numbers?	<b>No.</b> See Policy: Policy on NMI Test Numbers
Are 17025 assessments performed on site with no deviations of this greater than one consecutively and in the last 48 months?	<b>Yes</b>
<b>What information is printed on the Certificate of Calibration for ISO/IEC 17025 Accredited compliant calibrations?</b> <ul style="list-style-type: none"> <li>Title (e.g.: Certificate of Calibration, Report of Calibration)</li> <li>Identification of the calibration laboratory (laboratory location)</li> <li>Identification of current Quality Manual and Revision</li> <li>Description and unique identification of item being calibrated</li> <li>Name of customer as requested in order. <b>40 character limit (including spaces).</b></li> <li>Address of customer as requested in order. <b>40 character limit (including spaces).</b></li> <li>Date the calibration was performed</li> <li>Calibration or test results including units of measure</li> <li>If a statement of conformity is given the decision rule is documented</li> <li>Identification of person accepting responsibility for the calibration report</li> <li>Statement clarifying that the calibration results apply only to the identified instrument</li> <li>Environmental conditions under which calibration results were obtained</li> <li>Identification and next due-date of the measurement standards used to calibrate the DUT</li> <li>Statement of measurement uncertainty</li> <li>A statement of traceability</li> <li>Calibration procedure or test method used</li> <li>As-Found condition of the instrument being calibrated (When not a new product)</li> <li>As-Left condition of the instrument being calibrated</li> <li>Unique identification of the calibration report including the unique identification for the report on all pages</li> <li>Page numbering including the total number of pages to clearly allow the customer to identify that the report is complete</li> <li>Statement indicating that the report shall not be reproduced except in full without written permission of the</li> </ul>	

laboratory

**Quality Contact Information and Links to Certifications**

Fluke Chief Corporate Metrologist			Jeff Gust   <a href="mailto:jeff.gust@flukecal.com">jeff.gust@flukecal.com</a>   1 (425) 446-5471					
Fluke 17025 Manager			Nathaly Aguilar   <a href="mailto:nathaly.aguilar@fluke.com">nathaly.aguilar@fluke.com</a>   1 (425) 446-4926					
Fluke Quality Systems Manager			Lisa Wells   <a href="mailto:lisa.wells@fluke.com">lisa.wells@fluke.com</a>   1 (425) 446-5788					
ISO/IEC 17025 Certificates and Scopes of Accreditation and ISO 9001 Certificates: <a href="#">Certificates, Quality Manuals and Quality Policies</a>								
Note: For all calibration scope and certificates, use the above link to access the Fluke website and search the desired location/certificate number using the certification bodies directory.								
Fluke Calibration								
	Certification Type					Service Performed		
Divisions / Company Locations	ISO 9001 (ANAB)	ISO/IEC 17025 (NVLAP)	ISO/IEC 17025 (A2LA)	ISO/IEC 17025 (CLAS)	ANSI / NCSL Z540.1	Manufacturing	Repair	Calibration
American Fork Laboratory 799 E Utah Valley Drive American Fork, UT 84003	Cert. No: <a href="#">10100/19</a>	Lab Code: 200348-0	--	--	--	YES	YES	YES
Contact:	Rai King   <a href="mailto:rai.king@flukecal.com">rai.king@flukecal.com</a>   1 (801) 847-1187							
Fluke Park Laboratory 6920 Seaway Blvd. Everett, WA 98203	Cert. No: <a href="#">10100/16</a>	Lab Code: 105016-0	--	--	--	YES	YES	YES
Contact:	Nathaly Aguilar   <a href="mailto:nathaly.aguilar@fluke.com">nathaly.aguilar@fluke.com</a>							
Phoenix Laboratory 4765 East Beautiful Lane Phoenix, AZ 85044	Cert. No: <a href="#">10100/18</a>	--	Cert. No: 1599.01	--	--	YES	YES	YES
Contact:	Casey Rombouts   <a href="mailto:casey.rombouts@flukecal.com">casey.rombouts@flukecal.com</a>   1 (602) 773-4734							
Fluke Service								
	Certification Type					Service Performed		
Divisions / Company Locations	ISO 9001 (ANAB)	ISO/IEC 17025 (NVLAP)	ISO/IEC 17025 (A2LA)	ISO/IEC 17025 (CLAS)	ANSI / NCSL Z540.1	Manufacturing	Repair	Calibration
Everett Service Center Customer Support Services (CSS) 1420 75 <sup>th</sup> St. SW Everett, WA 98203	Cert. No: <a href="#">10100/2</a>	--	Cert. No: 2166.01	--	YES	--	YES	YES
Contact:	Daisys Matthews   <a href="mailto:daisys.matthews@fluke.com">daisys.matthews@fluke.com</a>   1 (425) 446-5636							
Canada 400 Britannia Road E Unit 2 Mississauga, ON L4Z 1X9	Cert. No: <a href="#">10100/9</a>	--	--	Cert No: 95-02	--	--	YES	YES
Contact:	Raad Hamodi   <a href="mailto:Milan.Patel">Milan.Patel</a>   1 (905) 241-1805							
Fluke Automation								
	Certification Type					Service Performed		
Divisions / Company Locations	ISO 9001 (ANAB)	ISO/IEC 17025 (NVLAP)	ISO/IEC 17025 (A2LA)	ISO/IEC 17025 (CLAS)	ANSI / NCSL Z540.1	Manufacturing	Repair	Calibration
Raytek/Ircon/Datapaq 9028 Evergreen Way, Everett, WA 98204	Cert. No: <a href="#">10100/1</a>	--	--	--	--	YES	--	YES
Contact:	Lisa Wells   <a href="mailto:lisa.wells@fluke.com">lisa.wells@fluke.com</a>   1 (425) 446-5788							

**Quality Contact Information and Links to Certifications (continued)**

Divisions / Company Locations	ISO 9001 (ANAB)	ISO/IEC 17025 (NVLAP)	ISO/IEC 17025 (A2LA)	ISO/IEC 17025 (CLAS)	ANSI / NCSL Z540.1	Manufacturing	Repair	Calibration
<b>Fluke Electronics Corporation</b>	<a href="#">Fluke ISO Accreditation Certification and QMS Documents</a>							
<b>FRS - Pruftechnik product service</b> 4406 rue Louis B Mayer Laval QC H7P 0G1 Canada	Cert. No: <a href="#">10100/20</a>	--	--	--	--	--	YES	--
<b>FRS - Pruftechnik product service</b> 3181 N Bay Village Ct Bonita Springs, FL 34135	Cert. No: <a href="#">10100/21</a>	--	--	--	--	--	YES	--
<b>Contact:</b>	Lisa Wells   <a href="mailto:lisa.wells@fluke.com">lisa.wells@fluke.com</a>   1 (425) 446-5788							
<b>Janos Technology</b> 55 Black Brook Road Keene, NH 03431	Cert. No: <a href="#">10100/15</a>	--	--	--	--	YES	YES	--
<b>Contact:</b>	Lisa Wells   <a href="mailto:lisa.wells@fluke.com">lisa.wells@fluke.com</a>   1 (425) 446-5788							

**Orders, Service and Technical Contact Information**

The methods of contact are intended for:

- Placement of orders
- Order status updates
- General order information
- Technical Support

Fluke Service Solutions Organization (SSO) Division:	Website: Phone: Fax: Email:	<a href="http://en-us.fluke.com/">http://en-us.fluke.com/</a> (888) 993-5853 (425) 446-6390 <a href="mailto:service@fluke.com">service@fluke.com</a>
Fluke Calibration Division:	Website: Phone: Fax: Email(s):	<a href="http://www.fluke.com">www.fluke.com</a> (877) 355-3225 (425) 446-5716 <a href="mailto:orders@flukecal.com">orders@flukecal.com</a> <a href="mailto:service@flukecal.com">service@flukecal.com</a>
Raytek / Ircon & Datapaq Division:	Website: Phone: Fax: Email: Raytek Service Email: Datapaq Service Email:	<a href="http://www.flukeprocessinstruments.com/en-us">www.flukeprocessinstruments.com/en-us</a> (800) 227-8074 (US & Canada) or 425-446-6780 (831) 425-4561 <a href="mailto:orders@flukeprocessinstruments.com">orders@flukeprocessinstruments.com</a> <a href="mailto:service@fluke.com">service@fluke.com</a> <a href="mailto:service@flukecal.com">service@flukecal.com</a>

- End of Document -