Fluke North America Policy Statement Regarding Reasonable Audit Access

The Fluke calibration laboratories Quality Management System (QMS) is based on the international standard ISO/IEC 17025, "General Requirements for the Competence of Testing and Calibration Laboratories." Laboratories have been assessed for accreditation by the different accrediting bodies.

Fluke Corporation is ISO 9001 registered through National Quality Assurance (NQA). Our Quality Assurance system is based on the ISO 9001 standard and all the principles of ISO 9001 are in place. Fluke Corporation's philosophy, management, and personnel fully support quality concepts.

Calibration Laboratory	ISO 9001 **(ANAB)**	ISO/IEC 17025 **(NVLAP)**	ISO/IEC 17025 **(A2LA)**	ISO/IEC 17025 **(CLAS)**	ANSI / NCSL Z540.1
Certificates and Scopes of Accreditation: https://www.fluke.com/en-us/support/customer-services/quality-and-accreditations					
American Fork, UT. – Primary Temperature Lab	Cert. No: **10100/19**	Lab Code: **200348-0**	--	--	**No**
Contact:	**Nathaly Aguilar | nathaly.aguilar@fluke.com | 1 (425) 446-4926**				
Fluke Calibration, Everett, WA. – Fluke Park Laboratory – Everett Primary Electrical Laboratory (EPEL)	Cert. No: **10100/16**	Lab Code: **105016-0**	--	--	**No**
ISO 17025 Contact:	**Amber Kuehl | amber.kuehl@fluke.com | 1 (425) 551-2358**				
Phoenix, AZ. – Primary Pressure and Flow Lab	Cert. No: **10100/18**	--	Cert. No: **1599.01**	--	**No**
Contact:	**Casey Rombouts | casey.rombouts@flukecal.com | 1 (602) 773-4809**				
Certificates and Scopes of Accreditation: https://www.fluke.com/en-us/support/customer-services/quality-and-accreditations					
Fluke, Everett, WA. – Service Center	Cert. No: **10100/2**	--	Cert. No: **2166.01**	--	**Yes**
ISO 17025 Contact:	**Daisys Matthews | daisys.mathews@fluke.com | 1 (425) 446-5636**				
Certificates and Scope of Accreditation: https://www.fluke.com/en-us/support/customer-services/quality-and-accreditations					
Fluke, Mississauga, (CA.) – Service Center	Cert. No: **10100/9**	--	--	Cert No: **95-02**	**No**
ISO 17025 Contact:	**Milan Patel | milan.patel@fluke.com | 1 (905) 241-1805**				
ISO 9001 Contact for all sites:	**Lisa Wells | lisa.wells@fluke.com | 1 (425) 446-5788**				

Quality Management System Audits

As a supplier of calibration and test equipment to thousands of organizations around the world, it becomes important that we manage the many requests we receive for these audits. We ask you, therefore, to please note the following regarding on-site audits:

1. A signed nondisclosure agreement (NDA) must be on file with Fluke Legal prior to scheduling any onsite audits.
2. The audit must be scheduled with Fluke Corporation through the applicable laboratory quality manager at least thirty days in advance. The date and time will be at the convenience of both companies.
3. The auditor must provide to Fluke Corporation information concerning the standard to be used in the audit. (Having an advance copy of any survey sheets assists in preparing the correct documents for the audit and saves time for both companies).
4. If the end-user of the equipment performs the audit, the audit may last up to one-half day (4 hours, one person) without charge. Any audit requiring more than one-half day or additional auditors must be approved by Fluke Corporation in writing and may be subject to an additional per person fee of up to $1,500 USD per day.

5. Due to strict compliance with Federal export laws, Fluke Corporation is required to restrict access to certain areas and technologies.

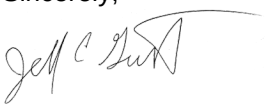
Witness of Calibration Activities

1. A signed nondisclosure agreement (NDA) must be on file with Fluke Legal prior to scheduling any onsite visits.
2. The activity must be scheduled with Fluke Corporation at least thirty days in advance. The date and time will be at the convenience of both companies.
3. Witnessing activities must be approved by Fluke Corporation in writing and may be subject to an additional per person fee of up to $1,500 USD per day.
4. Due to strict compliance with Federal export laws, Fluke Corporation is required to restrict access to certain areas and technologies.

Traceability Paper Audits

1. The International Vocabulary of Basic and General Terms, in Metrology (VIM), defines metrological traceability as the “property of a measurement result whereby the result can be related to a reference through a documented unbroken chain of calibrations, each contributing to the measurement uncertainty”.
2. ISO/IEC 17025 notes that a calibration certificate accredited under ISO/IEC 17025 and bearing the accreditation body symbol is sufficient evidence of traceability of the calibration data reported.
3. ANSI/NCSL Z540-1-1994 defines traceability as the property of a result of a measurement whereby it can be related to appropriate standards, generally national or international standards, through an unbroken chain of comparisons.
4. Many government regulations, commercial contracts, and accrediting bodies require regulated or accredited organizations or contractors to verify that the measurements they make are "traceable". To support the claim of traceability, records are kept which document that measuring equipment has been calibrated by laboratories or testing facilities whose measurements are part of this "unbroken chain."
5. The only true and absolute method of "proving" an unbroken chain of traceability is to physically audit and view each calibration event's record for every instrument in the chain of traceability until ending with the actual viewing of the certificates which relates to the SI. This process is very labor intensive.
6. To maintain ISO registration and ISO/IEC 17025 accreditation, assessments are performed by recognized accrediting bodies. It is the responsibility of assessors to collect and evaluate objective evidence of traceability during the audit process.
7. Our calibration documentation provided to your organization contains appropriate statements of traceability. If your organization still requires a traceability paper audit to be performed such activities may be subject to an hourly rate up to $150.00 USD per hour, with a 1-hour minimum charge. Fluke will provide documentation that sufficiently demonstrates traceability while preserving confidentiality requirements.

Sincerely,



Jeff C. Gust
Chief Corporate Metrologist