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# Calibration Corner

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Issue 12

August 2019



*A Distinguished Window into the Rough and Tumble World of Calibration*

## The Dog Days of IT Implementation

There are few things as professionally rewarding as significant Information Technology implementations which throw your already-busy day-to-day processes into a complete tailspin. Fortunately for DTS, we've had exactly that over the past month!

One of the benefits of now having a bench of IT resources and professionals is our access to established work flows, databases, programs, etc. that are beyond what DTS would likely have had on its own. Ultimately, this will provide our customers with improved access to their equipment calibration documentation, and DTS with the ability to analyze our internal processes and make improvements. We should also be able to work through various steps of our processes in a more streamlined, efficient way.

*In the meantime, however* – in these dark days of database migration, cutting systems over, training, debugging, and the whatnot – well, we just keep at the ready a

reasonable amount of drywall patching supplies to fix the holes that keep mysteriously showing up in our walls at right about fist-level.

Of course, we here at DTS will not despair, because we know full well that in a mere matter of days (weeks?), everything will be smooth-sailing, firing on all cylinders, operating like a well-oiled machine, and all the other related idioms and platitudes that suggest how wonderful this end-state is going to be (and will eventually actually be...)!

What won't change, though, is our passion for customer service, our Amazon Dash button for rapid Tylenol reordering, our black-market Prozac prescriptions, our anger management classes, our new day-drinking habit, and our overused stress ball collection.



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## 12 Months O'Newsletters

While we'll obviously celebrate a well-deserved birthday in September, we would be remiss if we didn't also eat up additional space here by noting this issue as the final round of a first full year of newsletters!

## IT Sidebar

While things didn't always go smoothly, we do appreciate the hard work of our visiting IT pro from Trecal-Miami, Jose (pictured below, barely, and in the background). Jose somehow fancies himself a NY Yankees fan, so on his last day of his visit up north, we thanked him the only way one should be thanked in the greater Boston Metro area...



## Ask Kal, the Calibration Quokka



*Hey Kal, what happens if an instrument I send in or have on site can't be calibrated for some reason?*

Well, if the equipment can't be calibrated because of a failure or similar issue, per ISO 17025 requirements, you should be notified right away and can decide what you'd like to do. Often it means taking the instrument out of service, but if there are alternative options – such as more extensive troubleshooting or repair, third party alternatives, replacement, etc. – you can assess with the technician or the office regarding how you'd like to proceed.

If it can't be calibrated because it can't be found, it can either be placed out of service or just postponed until a future visit. And if for some reason we simply don't have the capability of calibrating it, we can go over any third party or manufacturer calibration options you'd prefer!

**Have a general calibration-related question you'd like answered?**  
Email [newsletter@dts-na.com](mailto:newsletter@dts-na.com) with "Ask Kal" as the subject!



For questions, comments, concerns, or to opt out of emails, please contact: [newsletter@dts-na.com](mailto:newsletter@dts-na.com)

Find us (and previous Cal Corner issues) at [www.dts-na.com](http://www.dts-na.com) or our LinkedIn page!