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# Calibration Corner

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Issue 13

September 2019



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

## Happy Birthday to Us

Some people might say that we may have overdone it just a little bit with the birthday imagery this month. Our response to that? We don't care. It's our birthday and not yours. And also you probably don't have any friends.

Yes, September marks the one-year anniversary of Calibration Corner's first issue that came out this time last year. And what a roller coaster ride it's been since then!

We've seen changes in processes, people, IT systems, and customers, and also our night terrors have unexpectedly returned. But that last one is mostly a problem for our family, psychiatrist, and close neighbors to deal with, and not really a newsletter thing so much.

So we're one year older, but not one year wiser: because only quitters admit to failing at something by pretending like they

"learned lessons," or some other such nonsense that other more wishy-washy newsletters might say. (In a completely unrelated side-note: both our company leadership and our ISO auditors feel like it's important to mention that, outside the confines of certain newsletters, DTS as a company does, in fact, take corrective actions and lessons learned seriously.)



Anyway, enough with the nerd talk. We're excited to have celebrated our year of newsletters with you and will

be wishing for world peace when we blow out our birthday candle later! \*

\*Not true. We will be wishing for our latest set of scratch tickets to finally pay off.

### About This Issue

- There are 6 balloons but only 1 balloon string in the banner. "Remove Background" on that picture was giving us a fit and we were done playing games.
- Astute readers will recall that in that Alice in Wonderland scene, they were actually celebrating UN-birthdays, making the picture technically incorrect for a birthday newsletter. Take it up with our editor.
- 2 insults are directed towards readers this month.

## Ask Kal, the Calibration Quokka

Hey Kal, What's the difference between a "Pass" and an "Adjusted-Pass" on my calibration cert? Is one worse than the other?

All an "Adjusted-Pass" means is that the instrument under test, whatever it is, was adjusted by a calibration technician either because it didn't measure within tolerance the first time, or because it was close enough to being out of tolerance that it would likely be failing by the next calibration without some kind of tweak. This might be a pressure controller that reads slightly high out of its band but has settings that the technician can use to make it read correctly, or a micrometer that can be reset to measure more properly, etc. That's what the As-Found and As-Left columns on your certificate are meant to record. As long as it passes at the end, it's good to use!

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!



## Local Employee Saves the Day...

### ...and the World???

Obviously one of our employees didn't save the world, and anyone who thinks that was a scenario worth considering for even a microsecond is an idiot. I mean it's not like we have James Bond applying to Indeed job ads around here. But one of our employees *did* kind of save the day recently (as far as very calibration-specific scenarios go)!

Denise, Technical Asset Coordinator, had a customer order that was due out before the end of the day. Our shipper/receiver was gone and by the time everything for the order got situated, we were out of our normal options for shipping. Not only that, it was of enough importance that the customer needed the item immediately.

As it turns out, "GoldenEye" Denise took the initiative to research and find a courier service that could get a same-day delivery taken care of and got authorization to assume the charges on our end. It was close, but the customer got their equipment!

And remember: we don't share this story to toot our own horn; we share it to make Denise uncomfortable!

## World Quality Day (🌐)

Get ready to celebrate big things coming up: World Quality Day is November 14! And if you don't think we'll spend the next couple months taking advantage of that fact to wring out every last drop of content possible to fill space here, then you don't know this newsletter very well.

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

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