Certificate of Assessment
ISO/IEC 17025: 2017

General requirements for the competence of testing and calibration laboratories

This is to Certify that the Quality Management System of

MICROPRECISION CALIBRATION INC.

Facility Located at

Block 2 Lot 6 Calamba Premiere International Park, Brgy. Batino, Calamba City Laguna 4027, Philippines

Has been assessed in accordance to ISO/IEC 17025: 2017
General requirements for the competence of testing and calibration laboratories
and found generally satisfactory
subject to control in accordance with MICROPRECISION CALIBRATION INC.
Quality Manual MP-QM Revision 02

This certificate is only valid as follows:

Certificate No: **ABSG – 19 – 36840 - SG**

First issued date: 24th July 2019

Current issued date: 24th July 2019

Expiry date: 23rd July 2021

Note – This certificate shall be read in conjunction with ABSG Consulting INC. report 19-36840-SG.

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Andy Yan Kaicong
(Lead Auditor)
On Behalf of ABSG Consulting Inc.

ABSG Consulting Inc
438 Alexandra Road, #09-01
Alexandra Point,
Singapore 119958

Report no.	Project no.	Report date:	Office:
19-36840-SG	4299917	24 JULY 2019	SINGAPORE

REPORT OF AUDIT

Audited Company & Address	**Microprecision Calibration Inc. with facility located at Block 2 Lot 6 Calamba Premiere International Park, Brgy. Batino, Calamba City Laguna 4027, Philippines**
List of Attendees (Microprecision Calibration Inc.)	**1) Kenneth W. Ellett – Vice President** **2) Rheabelle Maristela. Acuin – QA Manager** **3) Abigail Ojeda – QA Coordinator** **4) Beverlyne Sandoval – Technical and Quality Compliance Lead** **5) Alexander – Sales Manager**
Lead Auditor (ABSG Consulting Inc.)	**Andy Yan Kaicong**
Auditing Scope & Objective	**ISO/IEC 17025: 2017** **General requirements for the competence of testing and calibration laboratories**

SCOPE OF ASSESSMENT:

ABSG Consulting Inc. was requested by Microprecision Calibration Inc. (MCI) to carry out an audit of their quality management system and work procedures with compliance to ISO/IEC 17025: 2017 - General requirements for the competence of testing and calibration laboratories. The audit was carried out on 28th June 2019 for their facility located at Block 2 Lot 6 Calamba Premiere International Park, Brgy. Batino, Calamba City Laguna 4027, Philippines.

This evaluation was carried out based on facts provided, objective evidences and sample records submitted during the audit. The assessment was conducted on the company's documented procedures and applicable standards as guidelines to assess the company's quality system implementation.

The key areas of assessment conducted were documented quality system, infrastructure & facilities available at the location for the calibration services, contract review and understanding customer's requirements, experience and competence of the personnel, deliverables in terms of documentation and supply of contracted products.

1) General Requirements

Microprecision Calibration Inc. (MCI) is committed to impartiality and has demonstrated that their laboratory activities will be undertaken impartially, structured and managed to safeguard impartiality. The laboratory also undertakes the responsibility for the impartiality of its laboratory activities and will not allow commercial, financial or other pressures to compromise impartiality.

MCI has demonstrated that it will be responsible for the management of all information obtained or created during the performance of laboratory activities. The laboratory will also inform the customer in advance, of the information it intends to place in the public domain if required.

The auditor has verified sample records of confidentiality and impartiality agreement signed between the employer and employee. Record of confidentiality and impartiality agreement for employee Mr. Panganiban Aaron dated 30th April 2019 was verified. It was also reported by MCI that there were no reported cases or issues related to confidentiality and impartialities till date.

2) Structural Requirements

MCI has a legal entity that is legally responsible for its laboratory activities. Business Permit issued by the Republic of the Philippines, Province of Laguna, City of Calamba, permit no 2019-03955, business plate no 13511 and the certificate by Philippine Economic Zone Authority, PEZA-ERD-Form no. cert no. 2019-0637 were provided and found to be in order.

The laboratory has also identified the management that has overall responsibility for the laboratory. Organization chart revision no 2019.06.27/Rev.56 was provided and verified and it was observed that MCI has a total of 91 employees till date and the appointed laboratory manager is Mr. Romeo Marcial.

MCI has defined and documented the range of laboratory activities for which it conforms and will only claim conformity for the range of laboratory activities as such. ISO/IEC 17025:2017; ANSI/NCSL Z540-1-1994; ANSI/NCSL Z540.3-2006 accreditations by ANAB was provided and verified.

MCI has defined the organization and management structure of the laboratory, its place in any parent organization, and the relationships between management, technical operations and support services.

MCI have appointed personnel who will be granted authority and the necessary resources needed to carry out their duties, including implementation, maintenance and improvement of the management system, identification of deviations from the management system or from the procedures for performing laboratory activities. It was observed that the Asia regional quality manager / Corporate quality administrator/QA manager is Ms. Rheabelle M. Acuin.

MCI management also ensures that communication takes place regarding the effectiveness of the management system and the importance of meeting customers' and other requirements through various meetings and trainings. New employees will be required to undergo quality management system training online and employees are required to participate and complete quality management system refresher online training once in every 2 years. Yearly internal training will also be carried out and certificate of completion will be issued out. The auditor has verified the certificate of completion for Ms. Monalisa M. Opulencia for completing the new ISO/IEC 17025 dated 10th May 2019 and found in order.

3) Resource Requirements

MCI has documented the competence requirements for each function influencing the results of laboratory activities, including requirements for education, qualification, training, technical knowledge, skills and experience. The auditor has verified the qualification and certificates of Mr. Acuin, Jason Ambrocio and found satisfactory.

MCI will also ensure that the personnel have the competence to perform laboratory activities for which they are responsible and to evaluate the significance of deviations. The certificate for the training of Calibration of DC power meter dated 14th April 2016 for Mr. Acuin, Jason Ambrocio was verified and found in order.

MCI has authorized personnel to perform specific laboratory activities, including but not limited to, the following development, modification, verification and validation of methods, analysis of results, including statements of conformity or opinions and interpretations, report review and authorization of results. The auditor has verified the procedure of quality checking and calibration reports processing WI NO: PHQD-WI-02 Rev 5 and found in order. It was also observed that the calibrating technician will prepare the calibration report and the report will be reviewed and approved by the quality control department.

MCI has documented the requirements for facilities and environmental conditions necessary for the performance of their laboratory activities. MCI has also demonstrated that they will monitor, control and record environmental conditions in accordance with relevant specifications, methods or procedures or where they might influence the validity of the results. The auditor has verified the procedure MP Calibration System Description MP-CSD R00 07-27-18, Appendix 5 - environmental control requirements and found in order.

MCI has in place a procedure for the handling, transport, storage, use and planned maintenance of equipment in order to ensure proper functioning and to prevent contamination or deterioration. The procedure MP Calibration System Description MP-CSD R00 07-27-18 Appendix 9 - Handling, storage, preservation and transport was provided and found in order.

MCI has established a calibration program, which will be reviewed and adjusted as necessary in order to maintain confidence in the status of calibration. It was observed that MCI utilizes a calibration management software which will prompt the users 1 month before the equipment expiry date via email to laboratory manager who will cascade down this information to the team for notification of calibration and the team leader is responsible to ensure that the scheduled calibration is followed.

MCI has a procedure for the defining, reviewing and approving of the laboratory's requirements for externally provided products and services which will ensure that externally provided products and services conform to the laboratory's established requirements. The approved vendor list – Rev 60 dated 26th Jun 2019 and procedure MP Calibration System Description MP-CSD R00 07-27-18 Appendix 10 - Externally provided products and services was provided and found in order. It was also observed that once every 2 years, vendor questionnaire will be sent for evaluation of the vendor performance as per vendor performance evaluation CQA-WI-004 rev 03.

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4) Process Requirements

MCI have in place procedures for the review of requests, tenders and contracts. The laboratory will also validate non-standard methods, laboratory-developed methods and standard methods used outside their intended scope or otherwise modified. Procedures such as MP Calibration System Description MP-CSD R00 07-27-18 Appendix 11- Order processing and Validation, MPC-PGC-001 rev 3 Method validation MPC-PGC-001-VA rev 1, Pressure, Vacuum and Differential Pressure Gauges were verified.

MCI has procedures for the transportation, receipt, handling, protection, storage, retention, and disposal or return of test or calibration items, including all provisions necessary to protect the integrity of the test or calibration item, and to protect the interests of the laboratory and the customer. Procedure MP Calibration System Description) MP-CSD R00 07-27-18 Appendix 9 - Handling, storage, preservation and transport was verified.

MCI also evaluates measurement uncertainty, all contributions that are of significance, including those arising from sampling, will be considered using appropriate methods of analysis. Procedure MP Calibration System Description MP-CSD R00 07-27-18 - Estimation of measurement uncertainty was verified.

MCI will issue reports which will include all the information agreed with the customer and necessary for the interpretation of the results and all information required by the method used. All issued reports will also be retained as technical records. Report no. 551220083044365 dated 3rd Jun19 issued to the Client was provided and found in order.

MCI has a documented process to receive, evaluate and make decisions on complaints. Procedures such as the Processing customer complaint and corrective actions PHQD-WI-05 REV 4 and MP Calibration System Description MP-CSD R00 07-27-18 Appendix 18 – Control of non-conforming product were verified.

5) Management System Requirements

MCI management has established, documented, and maintained policies and objectives for the fulfilment of their quality management system and has ensured that the policies and objectives are acknowledged and has implemented at all levels of the laboratory organization. All personnel involved in laboratory activities were observed to have access to the management system documentation and related information that are applicable to their responsibilities.

MCI also identifies and select opportunities for improvement and will implement any necessary actions in order to do so which will include gathering feedbacks, both positive and negative, from its customers. These feedbacks will then be analyzed and used to improve the management system, laboratory activities and customer service.

MCI also conducts internal audits at planned intervals on the review of management system to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this document. Internal audit report for 22nd to 31st May 2019 no. IAR-PH-06142019 was provided and verified.

MCI management also review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this document. Last management review report was provided to the auditor and verified.

6) Room for Improvements

6.1 Impartiality

ISO/IEC 17025 clause 4.1.4 states that the laboratory shall identify risks to its impartiality on an on-going basis and clause 4.1.5 states that if a risk to impartiality is identified, the laboratory shall be able to demonstrate how it eliminates or minimizes such risk. MCI is recommended to develop a risk assessment procedure/ work instruction which will be able to address all possible types of risks due to impartiality and its mitigation to address these risks.

6.2 Equipment Calibration

Calibrated equipment will be labelled with a white sticker which will indicate the calibration date, expiry date, identification number and the initial of the technician who carried out the calibration. It is recommended to state the employee identification number instead of their initials as there are possibilities of laboratory staff sharing the same initials.

6.3 Externally Provided Products and Services

ISO/IEC 17025 clause 6.6.3 states that the laboratory shall communicate its requirements to external providers for the products and services to be provided, the acceptance criteria, competence and qualification of personnel etc. It is recommended for MCI to have a systematic purchase requisition format to ensure that all requirements of project, client and applicable standards are communicated to the vendor.

6.4 Reporting of Results

ISO/IEC 17025 clause 7.8.2.2 states that the laboratory shall be responsible for all the information provided in the report, except when information is provided by the customer. Data provided by the customer shall be clearly identified. The auditor has verified sample MCI issued reports and observed that data provided by the Client was not clearly identified in the report.

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7) In Summary

The auditor has assessed and observed that Microprecision Calibration Inc. has a robust and effective Quality Management System with respect to their accredited scope and certifications.

ISO/IEC 17025:2017 - Certificate of Assessment no. ABSG – 19 – 36840 – SG dated 24th July 2019 is issued to Microprecision Calibration Inc. subject to control in accordance to Quality Manual MP-QM Revision 02 and that the recommendations stated in this report shall be verified on the next planned audit.

Auditing & Reporting without prejudice.
Audit By: ABSG Consulting Inc., Singapore

Andy Yan Kaicong
Lead Auditor
For ABSG Consulting