Fluke’s Experiences and Benefits from Laboratory Accreditation

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Fluke Calibration
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1959 - Moved to Mountlake Terrace, just north of Seattle, WA

1966 - The Fluke International Corporation is formed to enter markets outside US.

1967 - Fluke Holland BV established for developing EMEA markets
   • Sales and Marketing
   • Production
   • Service
• 1979 - Fluke’s factory lab Tilburg (NL) NKO accredited
  • Threefold purpose
    • Source of traceability for
      • The local produced products (HH & Bench DMM’s, Calibrators)
      • The European service organization
    • Accredited Calibration for new and/or serviced products sold in to EMEA territories.

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- 1981 - Fluke establishes Fluke Park, Global Headquarters
- Mid 80’s - Four accredited labs in Europe
  2 ea. NL, Serving NL + MEA and
  1 ea. UK and 1 ea. D
- 1987 - ISO9000 Introduced
- 1987 - Fluke - Philips T&M Alliance
  Dutch accredited labs merge into one lab in Tilburg
• 1988 - Fluke’s CalNet® calibration organization established
  7 ea. Local Fluke Service and Accredited Calibration labs in Europe: D, UK, S, F, I, Sp, & NL serving NL and EEMEA.
  • Increase local presence and overcome perceived acceptance issues of accredited calibrations from abroad.
  • Fluke’s factory certs were not accepted (MIL-45662 based)
  Result:
    • 60%-80% of all calibrators were accredited re-cal’ed on local level.
    • Extra costs to end user as well as Fluke
• Early 90’s - Explosive growth in Fluke’s calibration business
  • Calibrator sales
  • Calibration services
  • More need for accredited calibrations
  • ISO9000 assessors request certificates showing proof of
    - legal traceability
    - competency of the certificate issuing lab.

• 1993 - Fluke acquires Philips T&M
• Mid /Late 90’s - Fluke Everett receives accreditations
  from DKD, NVLAP (Prim Std’s Lab) and A2LA (Service labs)
• Late 90’s - Fluke divests its cal and service labs in S, Sp, F, and I, to
  their local authorized selling / service partners, reducing amount of
  Fluke owned Accredited labs to 5.
  • 2 ea. in USA + 3 ea. in Europe becoming dedicated RRC’s
• 1999 – Danaher acquires Fluke Corporation
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- 2000 - ILAC Mutual Recognition Arrangement (ILAC MRA), signed by 36 accreditation bodies from 28 countries worldwide.
- Fluke acquires
  - 2007 - DH-Instruments
- Adding / Merging a multiple of Accredited labs in to the portfolio resulting in 7 ea, Accredited Labs WW
  - Europe: 3 RRC’s (1 ea. NL, 1 ea. D, 1 ea. UK)

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- 2010 - Fluke decides to make accredited calibrations standard on most of the Electrical and Temperature calibration products
  - Serving the Emerging BRIC+ Markets
  - Reducing the number of accredited re-calibrations on new instruments in the EMEA
  - Saving additional calibration cost for the customers
- 2011 Acquisition of GE- Ruska/Pressurements
- 2011 Danaher T&M Platform establishes overarching Services and Support Organization provide accredited calibration and repair/support services for all Danaher T&M brands, utilizing the existing infrastructure to the max.
Conclusions

• Accredited calibrations
  • have been asked for since the early beginnings growing year by year, peaking in the mid/late 90’s.
  • are now asked for if the instruments are a key element in the quality & business chain.
  • helps to provide legal traceability to territories where there is no source for such traceability.
• The ILAC MRA has helped to
  • reduce the repetition of calibrations of Fluke Calibration products in local territories.
  • accept unconditionally instrumentation in end users accredited/non accredited applications.
  • save the customer and Fluke costly calibration time and resources (for customer 7-10% of procurement cost)
Conclusions (Cont’ed)

• Accreditation and MRA allowed Fluke to build a cost optimized calibration and service/support organization with RRC’s utilizing local competencies and resources for cross regional / ww purposes.
• Crucial element is the continued international acceptance and mutual confidence in the accreditation systems, safeguarded by proper “surveillance” methods.
• There are still some black spots on the ww map requiring local recalibration next to costly product approval testing.
Finally: are there no negatives?

Yes

- It is costly in terms of time and money due to
  - Assessments/Audits
  - Round robins,
  - Training
  - Etc.

Can we afford not to do them?

No

- Would you save your money on the annual chimney sweep, when you know a chimney fire will happen in 10 years time?