[Organization's Logo]

[Organization's Name]

Commented [170251]: All fields in this document marked by square brackets [ ] must be filled in.

CALIBRATION REPORT AND CERTIFICATE REQUIREMENTS PROCEDURE

Code:	
Version:	0.1
Created by:	
Approved by:	
Date of version:	
Signature:	

Commented [170252]: Adapt to the existing practice in organization.

Distribution List for Paper-based Documents

Commented [17A3]: This is only necessary if document is in paper form; otherwise, this table should be deleted.

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				Date	Signature

Change History

Date	Version	Created by	Description of change
	0.1	17025Academy	Basic document outline

Table of Contents

1. Purpose, Scope and Users

The purpose of this procedure is to outline the requirements for writing calibration reports and certificates that meet the requirements of the international standard.

This procedure applies to all calibration reports and certificates issued for both external and internal use.

Users of this procedure are laboratory personnel who provide final calibration reports to customers.

2. References

- ISO/IEC 17025:2017; Clause 7.8.2, 7.8.4, 7.8.6, 7.8.7
- Quality Manual
- Sampling Procedure
- Document and Record Control Procedure
- JCGM 200: 2012 International vocabulary of metrology

Commented [17A4]: You will find this document in the ISO 17025 Toolkit folder "03_Quality_Manual".

Commented [17A5]: You will find this document in the ISO 17025 Toolkit folder "12_Sampling".

Commented [17A6]: You will find this document in the ISO 17025 Toolkit folder "00_Document_and_Record_Control".

3. Calibration Report Procedure

3.1. Calibration Reports and Certificates

[Job title] must ensure that all calibration reports and certificates are provided to the customer accurately, clearly, unambiguously and objectively. Reports and certificates include all information agreed upon with the customer and necessary for the interpretation of the results.

All issued reports and copies of calibration certificates must be maintained by [job title] as technical records. Additionally, in the case of written agreement with the customer, the results may be reported in a simplified way to meet the customer's needs and requirements. Information required by the international standards but not reported to the customer must be kept and readily available within the laboratory.

Each calibration report and certificate must include the following information, unless [job title] has a valid reason for not doing so. This will minimize any possibility of misunderstanding or misuse:

- Calibration report or certificate title.
- The name and address of the laboratory.
- Location of the laboratory activities (on site / off site)
- Unique identification of the report or certificate and that all its parts are recognized as part of the whole report and a clear identification of the end of the report.
- The name and contact information of the customer.
- Identification of the method used.

Commented [170257]: Quality manager or person designated by Quality manager.

Commented [170258]: Customer can decide what sort and presentation of results wants to have on a report.

Commented [170259]: The form of calibration report

Commented [1702510]: Laboratory or Quality manager.

Commented [1702511]: In case of deviations or exclusions from the method or external providers etc.

- A description, unambiguous identification and, when necessary, the condition of the item.
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- these are relevant to the validity or application of the results.
- A statement to the effect that the results relate only to the items calibrated.
- [illegible]
- [illegible]
- [illegible]
- [illegible]

It is the responsibility of the [job title] to ensure all calibration reports and certificates meet all requirements and the responsibility of all laboratory personnel to gather and record calibration [illegible]

Commented [1702512]: Laboratory or Quality manager.

[illegible]

Commented [1702513]: Laboratory or Quality manager.

identified. In addition, a disclaimer must be put on the report or certificate when information is supplied by the customer and can affect the validity of the calibration results.

When [organization name] has not been responsible for the sampling stage (e.g. the sample was [illegible]

[illegible]

Commented [1702514]: In case when necessary for the interpretation of the calibration results according to sampling procedure.

- The date of sampling.
- Unambiguous identification of the substance, material or product sampled including the name [illegible]
- [illegible]
- [illegible]
- [illegible]
- results.
- Information required to evaluate measurement uncertainty for subsequent testing.

[illegible]

- The measurement uncertainty of the result presented in the same unit as that of the measurand or in a term relative to the measurand (e.g. percent).
- [illegible]
- [illegible]
- [illegible]

A calibration certificate or calibration must will not contain any recommendation on the calibration interval except where this has been agreed with the customer.

3.2. Statements of conformity

When a statement of conformity to a specification or standard for calibration is provided by [illegible]

[Job title] reports on the statement of conformity such that the statement clearly identifies:

- To which results the statement applies
- [illegible]
- [illegible]

When reported information associated with a calibration includes a statement of conformity with a specification, omitting the measurement results and associated uncertainties, the reported information [illegible]

3.3. Opinions and Interpretations

The opinions and interpretations expressed in calibration reports and certificates must be based on the [illegible]

[illegible]

[Job title] documents the information upon which the opinions and interpretations have been based. [Job title] communicates opinions and interpretations with the customer and keep a record of the [illegible]

3.4. Amendments to Reports

[illegible] clearly identified and, where appropriate, the reason for the change should be included in the report.

Commented [1702515]: Laboratory or Quality manager.

Commented [1702516]: Laboratory or Quality manager.

Commented [1702517]: Laboratory or Quality manager.

Commented [1702518]: An example would be when an [illegible]

Commented [1702519]: Quality manager or Laboratory manager.

Commented [1702520]: Other documents, which must all [illegible]

Amendments to a report after issue must only be made by [job title] in the form of a further document or data transfer that includes the statement:

[illegible]

original that is no longer valid and has been removed from use.

4. Calibration Records

All calibration reports and copies of certificates become official technical records, both hardcopies and electronic copies and are kept on file indefinitely to support regulatory and customer requirements.

[illegible]

5. Managing Records Kept on the Basis of this Document

Document or record name	Identification	Storage		Responsibility
		Retention time	Location	
Calibration Report	Customer files	Permanent	[office of [job title]	[job title]
Calibration Records	Customer files	Permanent	[office of [job title]	[job title]
Copies of issued certificates	Customer files	Permanent	[office of [job title]	[job title]

Commented [1702521]: Laboratory or Quality manager.

Commented [1702522]: Use in case of other principle of identification of the original Calibration Report.

Commented [1702523]: Calibration reports and certificates are issued on formal organization letterhead and include all the requirements of the standard with reference to the accreditation registrar and their logo.

Records may be stored electronically. If the record is in electronic form, write the name of the folder on Laboratory Manager's computer.

Commented [1702524]: These records are kept by the customer and the retention times are set by them.

Electronic copies kept by the calibration may be kept indefinitely.

Commented [1702525]: If the record is in electronic form, write the name of the folder on [job title]´s computer.

Commented [1702526]: The content of calibration report template is within the domain of the organization.

Commented [1702528]: Assigned to the person who is responsible for document and records control in the laboratory.

Commented [1702527]: E.g. Calibration Laboratory Office for copies kept by the calibration laboratory.

Commented [1702529]: Each laboratory organization makes own rules and requirements about writing of calibration records, compulsory by each testing method or calibration.

Commented [1702530]: The content of certificate is within the domain of the organization.