C.A.S.E. – AIR CARRIER SECTION

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**Note:** This checklist is presented as a convenience tool for use at the auditor’s discretion. It was designed for use at a facility whose primary function involves the calibration of precision tooling. It was **not designed** for use at a FAA 145 Repair Station facility.
1. Quality Control/Documentation

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<th>YES</th>
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A. Does the laboratory have an established quality program and is the program appropriate to the type, range and volume of calibration activities?  
(Operational certifications: ANSI, ISO, MIL-STD, FAR)  

B. Does the current quality manual state the laboratory’s policies and operational procedures for: (obtain a copy)

1) Establishing and changing calibration intervals?  
2) The technique used for determining measurement uncertainty and calibration/verification adequacy?  
3) Achieving traceability of measurements?  
4) Calibration, verification and maintenance of equipment?  
5) Address out-of-calibration condition?  
6) Is the manual readily available to laboratory personnel?  

C. Where appropriate, does documentation identify the person, by title, and back-up person, by title, responsible for the:

1) Quality program?  
2) Inspection Systems?  
3) Internal calibration systems?  
4) Technical documentation (manufacturer’s calibration procedures, customer requests and instructions)?  
5) Shelf-life limited items?  
6) Scrap (disposition of unusable parts)?  

D. Does the vendor have an active internal audit and surveillance function?  

1) Are internal audit results documented, and do they include non-compliance corrective action items?  

E. Does the documented corrective action system include a preventive action system with follow-ups that notify clients whose work may be affected? Are those systems effective?  

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2. Personnel/Training

A. Does the vendor have a sufficient number of trained and experienced personnel to conduct the calibrations being performed?  

B. Does the vendor have an active training program that documents formal and OJT activities?  

C. Are records on the qualifications, training, skills and experience of the technical personnel current and available?  

3. Measuring and Test Equipment (Stds/Refs Material)

A. Does the laboratory have a tool calibration program?  

B. Are all equipment used for calibration activities being properly maintained/calibrated per documented procedures, and identified to indicate their calibration or serviceability status?  

C. Is the overall calibration program designed and operated so as to ensure the measurements made by the laboratory are traceable to national, international, or intrinsic standards of measurement?  

D. Are precision tools and instruments stored in a manner that prevent damage and not affect calibration?  

E. Do records:
   1) Identify equipment?  
   2) Show date calibrated and calibration due date?  
   3) Identify individual/vendor that performed calibration?  
   4) Reflect P/N and S/N of standard/ref. Material used to perform the calibration?  
   5) Have a certificate for each item calibrated by an outside agency?  
   6) Reveal details/history of adjustments and repairs?  
   7) Indicate calibration interval?  

F. Is the calibration recall system effective?  
   number of items sampled _____ errors found _____
4. **Work Processing**

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<th></th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
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<tbody>
<tr>
<td>A. Does the laboratory have all the necessary equipment (including reference material) required for the correct performance of calibration/verifications being requested?</td>
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<tr>
<td>B. Upon receipt of an item, is the item inspected and any miss-handling, storage or transportation problems recorded on the work instructions?</td>
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<td>C. Does the laboratory have a documented procedure to consult with the customer, whenever:</td>
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<td>1) There is any doubt as to the item's suitability for calibration?</td>
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<td>2) The calibration required is not fully specified?</td>
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<td>3) The item does not conform to the description provided?</td>
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<td>4) The calibration is to be sub-contracted?</td>
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<td>D. Do documented calibration procedures conform to established standards, and:</td>
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<td>1) Identify equipment to be calibrated by: manufacturer, Model number, etc.?</td>
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<td>2) Identify applicable measurement standards and test accuracy requirements?</td>
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<td>3) List the acceptable tolerance for each instrument parameter being calibrated?</td>
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<td>4) Include sufficiently detailed calibration instructions and documentation results?</td>
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<td>5) Provide an acceptable test accuracy ratio between measurement standards and the instrument being calibrated?</td>
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<td>6) Identify any unusual environmental control requirements and adequate compensation and/or corrections to be applied in instances where the defined environmental conditions cannot be met?</td>
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E. Does the vendor employ a sub-contractor for any part of the proposed calibration?   YES  NO  N/A

IF YES:
Can the vendor demonstrate that its sub-contractor is competent to perform the activities in question, by producing details of its vendor approval (normally a checklist similar to this, covering the sub-contractor)?

Does the laboratory have a list of all its approved sub-contractors and their approved specific activities?

5. Facilities Operations Environment

A. Is the vendor’s facility adequately equipped to perform the requested work (lighting, storage, working space, etc.)?

B. Are all appropriate environmental conditions being effectively monitored, controlled and recorded?

C. Are good housekeeping practices being exercised?

6. Records

A. Are all records pertaining to calibrated equipment stored secure and held in confidence for the customer for the period specified in the quality manual?

7. Certificates and Reports

A. Does each certificate or report include at least the following information?

1) A title, e.g. “Calibration Report,” “Certificate of Calibration.” Etc.)?

2) Vendor’s name, address and phone number?

3) Unique identification (i.e. serial number) of the certificate or report on each page, and the total number of pages?

4) Name and address of customer?

5) A clear description and identification of the item calibrated?

6) Condition of calibrated item as received?
7) Date when calibration was completed, and next calibration due date? YES NO N/A

7) Identification of the calibration procedure, including:
   a) Modifications to the procedure? YES NO N/A
   b) Standard used, including date status of standard? YES NO N/A

9) Sampling procedure, if used? YES NO N/A

10) Calibration results? YES NO N/A

11) A statement of the estimated uncertainty of the calibration results? YES NO N/A

12) The person’s signature and title who accepts responsibility for the certificate or report contents? YES NO N/A

13) The certificate’s or report’s date of issue YES NO N/A

15) Where relevant, a statement to the effect that the results relate only to the items calibrated? YES NO N/A

16) A statement that the certificate or report shall not be reproduced, except in full, without written approval from the vendor? YES NO N/A

17) Special limitations of use YES NO N/A

18) A statement providing traceability to a recognized source (i.e. National Standards Laboratory of a country) YES NO N/A

8. Shipping

A. Are tools and/or test equipment returned in an appropriate shipping container, or as specified by the customer? YES NO N/A

B. Does the vendor verify that the identifying data (P/N, S/N, nomenclature, model no.) on the certificate/report coincides with the tool/test equipment being shipped? YES NO N/A