

# Quality assurance

When you're investing in a crucial calibration system, why take a risk? When you purchase a laser or ballbar system from Renishaw, you are buying into a proven track record of assured quality.

Many Renishaw users worldwide can testify to both the performance and reliability in use of Renishaw lasers and ballbars. Their performance has also been verified by national standards laboratories over many years. Reliability in use is a must, with a requirement that systems operate 'out of box' and continue to do so over the years.

## Quality in depth

Renishaw's quality assurance system and procedures are audited for compliance with ISO 9001 the internationally recognised standard for quality management systems. Compared to previous issues of ISO 9000 series standards, ISO 9001 has less emphasis upon documented control of procedures and a greater focus on managing processes around meeting customer needs.

ISO 9001 is based on seven-quality management principles (all fundamental to good business practice). When fully adopted, these principles should help improve organisational performance:

1. Customer focus: organisations depends on their customers, and therefore need to shape activities around the fulfilment of market need
2. Leadership: is needed to provide unity of purpose and direction
3. Engagement of people: creates an environment where people become fully involved in achieving the organisations objectives
4. Process approach: to achieve organisational objectives, resources and activities need to be managed as processes, with an understanding of how the outputs of one process affects the inputs to another
5. Improvement: adopting this as part of everyday culture is a key objective for an organisation
6. Evidence-based decision-making: effective decisions are based on the logical and intuitive analysis of data and factual information
7. Relationship management: such relationships will enhance the ability to create value



Sample of ISO 9001 certificate of registration

Renishaw's certificate of registration to EN ISO 9001 is issued by BSI Management Systems and carries the UKAS accreditation logo. This is your assurance that not only does Renishaw operate procedures to the ISO standard but that the company has been audited and certified by a competent, UKAS accredited, organisation. UKAS accreditation is recognised in many countries worldwide by the relevant national body in that country.

BSI Management Systems provides independent third-party assessment and certification of management systems worldwide, with more than 60,000 certified locations and clients in over 100 locations. It is also part of the BSI Group which operates through its three divisions: BSI British Standards, BSI Management Systems and BSI Product Services.

The scope of Renishaw's certification covers the whole range of Renishaw activity i.e. "design, development, manufacture, calibration, marketing and support of measurement and inspection systems for metrology and material inspection".



## What is accreditation?

Accreditation is a demonstration of an organisation's competence, impartiality and performance capability. UKAS assesses organisations and recommends to government their appointment as Notified Bodies as required by EU Directives and Regulations. These accreditations are made against internationally recognised standards.

UKAS is the sole accreditation body recognised by the UK Government. Only UKAS accredited organisations are entitled to use accreditation marks featuring the Royal Crown, to signify government recognition.

## History of UKAS

Prior to 1968, UK firms requiring traceability in the calibration of standards had to send them to the National Physical Laboratory (NPL) or rely on the "in house" certificate of the manufacturer of the gauges. With a growing need for calibration, and with NPL wanting to concentrate on the highest level of measurement it was decided to issue certificates to laboratories showing them to be authorised to calibrate gauges and measuring instruments and issue an official British Calibration Service (BCS) certificate. Initial vetting was by staff of the Ministry of Technology.

In 1985 the organisation known as the BCS was incorporated with the National Accreditation Test House and Laboratories (NATLAS) into what was now known as the National Measurement Accreditation Service (NAMAS).

UKAS was formed in 1995 when the NAMAS and the NACCB (National Accreditation Council of Certification Bodies) were merged.

[www.renishaw.com/calquality](http://www.renishaw.com/calquality)



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