

The Lab Manager's Guide to Choosing a Calibration Provider

Choosing the right calibration provider isn't just a checkbox - it's a strategic decision that affects your lab's efficiency and accreditation status.

Check for Accreditation

Why it matters: Accreditation (e.g. UKAS ISO/IEC 17025) ensures the provider meets internationally recognised standards and follows strict calibration procedures.

Ask your provider: Are you UKAS-accredited? | What is the scope of your accreditation? Can you supply a calibration certificate with traceable results?

Response Time, Location & Scheduling Flexibility

Why it matters: Downtime is costly. A good provider should offer quick response times and minimal disruption.

Ask your provider: What is your average lead time for calibration? | Can you provide on-site or out-of-hours service? | How do you handle urgent requests?

Capability & Equipment Range

Why it matters: Not all providers can handle specialised lab equipment. Choose a provider that offers a wide scope-from balances to autoclaves to freezers.

Ask your provider: What equipment can you calibrate? | Do you offer both temperature and weight calibration? | Can you service advanced laboratory instruments?

DWS Insight: We offer UKAS temperature calibration from -90°C to +650°C, calibration of non-automatic weighing instrument within the range 0-9kg, and can calibrate timers in the range of 0-200 minutes.

Documentation & Reporting Standards

Why it matters: Clear, compliant documentation is essential for audits and internal records.

Ask your provider: What will my calibration certificate include? - Do you store records for future reference? - Is digital access available?

Expertise & Industry Experience

Why it matters: Experienced engineers understand the specific needs of your sector - whether it's pharmaceutical, food safety, or academic research.

Ask your provider: How many years of experience do your engineers have? | Have you worked with labs in our industry? | Do you offer advice on best practice or equipment performance?

Validation & Mapping Services

Why it matters: Beyond calibration, many labs need validation services - especially for regulatory or GMP environments.

Ask your provider: Do you offer thermal validation and temperature mapping? | Can you help with GMP or MHRA compliance? | Can I bundle these services with calibration?