

Transparency is essential for all calibrated instruments

Life sciences company achieves actionable outcomes from calibration results

Benefits at a glance:

- Optimized risk, cost and reliability in production facility based on in-depth consultancy
- Well-informed decisions that comply with all relevant quality and safety requirements
- A comprehensive overview of calibration results with actionable outcomes
- Internal and external stakeholders get proof that calibration requirements have been met

“Thanks to the report, we were able to gain great insights about the health of the calibrated instruments. Now we can plan actions on predictive basis.”



Making well-informed decisions based on calibration results that comply with all relevant quality and safety requirements is a key challenge in the life sciences industry.

Calibration analysis is important for every plant operator in the life sciences, to help them find new insights and achieve actionable outcomes.

The result

- A global player in the pharmaceutical and life sciences industry can now optimise risk, cost and reliability in its Indian production facility based on in-depth consultancy and recommendations for corrective and preventive actions by Endress+Hauser.
- Well-informed decisions comply with all relevant quality and safety requirements.
- Identification of measurement-related risks to product quality and process compliance.

- The customer receives a comprehensive overview of calibration results, rather than having to go through individual certificates.
- Internal and external stakeholders have proof that calibration requirements have been met.

Customer challenge

The customer, a well-known enterprise in the pharmaceutical and life sciences sector, is looking to improve its measurement accuracy in one of its sites in India. Analysis of calibration data has been identified as key to achieving this improvement. The common routine calibration has not been providing data analysis at this stage.



The customer's requirements include the following:

- Its plant serves the demanding baby food market
- Product quality and process are therefore critical
- Calibration of all measuring devices needs to be on point and happen regularly
- Devices can only be calibrated while the plant is shut down
- Some devices need to be calibrated once a year, others every six months

Our solution

Endress+Hauser's team addressed the problem by including a measurement performance analysis (Measurement performance analysis). This is a separate service that can be offered on top of a calibration. This service provides transparency and insights into the calibration results to identify issues and the potential for improvement. This way the reports of the last calibration are not only used to generate the calibration certificate, but turned into a detailed analysis. In this case the customer's calibration serves its compliance requirements, but it struggles with data analysis, and it is impossible for it to go through all certificates individually.

Application details

Endress+Hauser has signed a three-year contract with the global life sciences company for the calibration of field instruments. All the detailed calibration results are collected in the measurement performance analysis report, which includes a management summary with visualisation. All the metrological health data is then translated into

concrete recommendations and corrective actions to improve the calibration programme.

Every calibration analysis consists of three parts:

- Calibration summary and metrological health report
- Analysis details
- Conclusion and recommendations

The first part enables clear visualisations with KPIs, such as the measurement reliability before and after calibration and the adjustment ratio, which provide the necessary transparency.

The second part shows multiple sets of tables, which makes it easy to identify the devices that require monitoring or actions, and provides a transparent measurement reliability statement.

The final part is the most important one, where the experts at Endress+Hauser carry out an in-depth analysis and provide recommendations for necessary preventive or corrective actions – tailored to the metrological needs of the client's plant.

For the client the results for the installed base health show that eight devices need immediate attention and correction. The life sciences company concluded that it 'received great insights about the health of the calibrated instruments and can now plan accordingly'.

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