

Cooper-Atkins Reduces Costs by \$100,000; Becomes ISO 17025 Compliant



Background

Cooper-Atkins Corporation is a leading manufacturer of quality time, temperature and humidity instruments. Their business focus is on the Foodservice, Industrial HVAC and Healthcare markets, both domestic and international. They are an ISO 9001:2008 certified company located in Middlefield, CT.

Situation

Cooper-Atkins needed to establish an ISO 17025 compliant process for performing probe calibrations but lacked experience and expertise in performing uncertainty statistical studies.

Solution

CONNSTEP led the effort with Cooper-Atkins to identify the variables present in their measurement processes. Data provided by Cooper-Atkins enabled CONNSTEP to help them develop an uncertainty budget for their calibration process, a core requirement for becoming compliant with the ISO 17025 standard.

This enabled Cooper-Atkins to calibrate their probes in-house and eliminate a third-party calibrating service. By doing so, they cut their calibration service cost in half – a savings of \$100,000.

And, with the ability to calibrate in-house, Cooper-Atkins also slashed their customer lead time from two (2) weeks to 3 days!

Results for Cooper-Atkins:

- Cost Savings \$100,000
- Reduced lead time by 466%
- ISO 17025 Compliant



CONNSTEP's a regular go-to for us and an important extension of our company. They supplement our resources whether it be quality or regulatory compliance. If we need a resource, Bob Allard identifies options in a timely manner. He is extremely receptive and his follow up is impeccable.

Gary Sawicki
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