



Case Study

Autonomous Mobility Company Improves Field Quality Calibration Readiness



Overview:

For a fast-growing autonomous mobility company developing advanced vehicle systems, field quality teams depend on accurate, calibrated equipment to support root cause analysis, testing, inspection, and product quality decisions.

As the organization continued to grow, keeping critical equipment calibrated and properly documented became increasingly important. Their teams needed a calibration partner that could provide responsive service, support a range of electrical and mechanical instruments, and help ensure equipment stayed ready for quality investigations and engineering work.

The company selected SIMCO to support calibration for field quality equipment used in electrical and mechanical testing, including instruments such as oscilloscopes, multimeters, torque tools, and current clamps.

The Challenge:

The customer's field quality team performs root cause analysis, testing, and inspection on returned parts and critical systems. In that environment, measurement accuracy and documentation are essential. If a tool is out of calibration, unavailable, or missing current documentation, quality investigations can slow down and confidence in test results can be affected.

The team needed a calibration partner that could help them maintain readiness across a mixed equipment environment.

Their requirements included:

- Fast, reliable turnaround times
- Calibration services for both electrical and mechanical tools
- Up-to-date calibration documentation
- Support for accredited and standards-based calibration requirements
- A responsive service experience for active quality operations

For a company operating in a highly complex engineering environment, calibration was not just a maintenance task. It was part of keeping quality, testing, and product teams moving with confidence.



The Solution:

SIMCO provided calibration support designed around speed, documentation quality, and the needs of field quality operations.

The customer's equipment included precision instruments used to measure, inspect, and validate electrical and mechanical components. SIMCO supported these assets with calibration services aligned to the appropriate requirements, including ISO/IEC 17025-accredited calibration and Z540-1 calibration with full data where applicable.

SIMCO's approach focused on three priorities:

1. Keeping Field Quality Teams Ready

SIMCO helped ensure critical tools were calibrated and available for teams performing root cause analysis, inspections, and testing.

2. Supporting a Mixed Equipment Environment

The customer relied on a range of instruments across electrical and mechanical workflows. SIMCO's breadth of capabilities allowed the team to support multiple equipment types through a single calibration partner.

3. Maintaining Documentation Confidence

Accurate, up-to-date calibration records gave the customer greater confidence that quality decisions were backed by properly maintained equipment and traceable documentation.



Results:

With SIMCO's support, the customer strengthened calibration readiness for its field quality operations and improved confidence in the equipment used for inspection, testing, and root cause analysis.

The engagement helped the customer:

- Maintain calibrated equipment for active field quality workflows
- Support both electrical and mechanical measurement tools
- Improve confidence in calibration documentation and traceability
- Reduce operational friction for teams dependent on test and inspection equipment
- Build a foundation for continued calibration support as the organization grows



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As we grow, it is essential that all of our equipment remains calibrated with up-to-date documentation.”

Why It Matters:

For advanced mobility companies, quality investigations can influence engineering velocity, product reliability, and operational confidence. When teams are investigating field-return parts or validating system performance, they need tools they can trust.

By partnering with SIMCO, the customer gained a calibration provider capable of supporting critical field quality work with the responsiveness, documentation discipline, and technical breadth required by fast-moving engineering teams.

Need a calibration partner that can support fast-moving engineering, quality, and manufacturing teams?

SIMCO helps organizations keep critical equipment calibrated, documented, and ready for the work that matters most.

Visit [SIMCO.com](https://www.simco.com) to request a consultation today.



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