Case Study

Advanced Defense and Space Systems Manufacturer Improves Calibration Support for High-Priority Program

Overview:

For a major defense and space technology manufacturer supporting a high-priority national program, calibration reliability is essential. Engineering, production, and quality teams depend on calibrated equipment to maintain measurement confidence, keep work moving, and support demanding program requirements.

As the organization prepared to support a large calibration need at one of its operating locations, the team evaluated multiple suppliers. They needed a provider with the right technical capabilities, reliable turnaround time, full data documentation, pickup and delivery support, and a more cost-effective alternative to OEM service.

After completing a competitive supplier review, the company selected SIMCO as its calibration and repair partner.

simco

The Challenge:

The customer needed a reliable provider for a large and varied group of calibration assets. The asset base included a broad mix of electrical, RF, mechanical, dimensional, pressure, and environmental equipment used across engineering and production workflows.

The team's requirements were driven by both operational urgency and long-term program needs.

They needed a supplier that could provide:

- Reliable turnaround time
- Pickup and delivery support
- Full data calibration documentation
- Strong capability across a broad asset base
- Competitive pricing compared with OEM service
- Confidence in quality and execution
- A service model that could support implementation at scale

The customer had also experienced challenges with existing calibration options, including turnaround time and pricing concerns. This made supplier selection especially important. The team needed more than a vendor with the lowest price. They needed a partner they could trust to perform consistently, communicate clearly, and support program requirements without creating unnecessary delays.

The Solution:

SIMCO worked through the customer's supplier review process and was selected based on capability, pricing, location fit, and quality confidence.

The asset list showed that a significant portion of the equipment could be supported through local SIMCO capabilities, helping reduce reliance on slower or more costly service channels. Representative locally supported instruments included manual step attenuators, current probes, digital multimeters, DC power supplies, function generators, microwave analyzers, and other electronic test equipment.

This local capability was important because the customer needed a practical path for servicing a large equipment population while keeping turnaround time, documentation, and cost under control.

SIMCO's approach focused on three priorities:

1. **Provide Reliable Turnaround Performance**

Turnaround time was one of the customer's primary decision criteria. SIMCO helped address this by offering a service model built around responsive execution, clear coordination, and predictable calibration support.

2. **Support Full Data Requirements**

The customer required full data calibration documentation to support internal quality and program needs. SIMCO's calibration process helped provide the documentation confidence needed for a high-accountability mission-critical manufacturing environment.

3. **Deliver a Stronger Alternative to OEM Service**

The customer needed a provider that could meet quality expectations while offering a more affordable and flexible alternative to OEM service. SIMCO's local capabilities, pricing, and service model helped reduce reliance on higher-cost or less responsive options.

Results:

By selecting SIMCO, the customer established a more reliable calibration and repair path for a large program-related asset population.

The engagement helped the customer:

- Complete a competitive supplier review and select SIMCO
- Establish a new calibration and repair provider for a large asset base
- Improve confidence in turnaround time performance
- Support full data calibration documentation requirements
- Reduce reliance on OEM and out-of-state service options
- Leverage local capability for many commonly used test and measurement assets
- Create a more cost-effective calibration support model
- Build a foundation for continued program support

> **“We needed a calibration partner with the right capabilities, pricing, location fit, and quality confidence to support a large program need.”**

Why It Matters:

For defense and space manufacturers, calibration is closely tied to program execution. When equipment is delayed, documentation is incomplete, or supplier performance is inconsistent, the impact can extend across production, quality, and engineering teams.

A reliable calibration partner helps reduce that risk by keeping critical equipment calibrated, documented, and ready for use. Local capability adds another layer of value by helping reduce turnaround time, simplify logistics, and provide more practical support for frequently used assets.

With SIMCO, the customer gained a partner capable of supporting large-scale calibration needs with responsive service, strong documentation, local capability, and a more practical alternative to OEM support.

Need a calibration partner that can support large-scale program requirements?

SIMCO helps defense, space, and advanced manufacturing organizations keep critical equipment calibrated., documented, and ready for use.

Visit SIMCO.com to request a consultation today.

SIMCO

SIMCO is the leading provider of calibration and software services for technology organizations, bringing over 60 years of calibration industry leadership. Our experience enables us to develop exceptional solutions for service management.

Founded in 1962 to service NASA and high technology firms in Silicon Valley, SIMCO is committed to delivering life-saving quality leaner, by providing the highest level of quality and customer service.

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