



Case Study

Genomics Manufacturer Improves Calibration Reliability and Equipment Availability



Overview:

A leading U.S. genomics and life sciences manufacturer relies on calibrated equipment to support highly controlled laboratory, manufacturing, and quality operations.

The company develops and manufactures DNA and RNA products and related genomics solutions used across research, diagnostic development, and therapeutic workflows. Its operations depend on consistent measurement performance and reliable calibration support to help maintain quality and operational continuity.

When long calibration turnaround times began affecting operations, the organization decided to reevaluate its existing service model. It needed a provider that could offer faster turnaround, stronger communication, dependable service, and the ability to consolidate more calibration work with a single partner.

The Challenge:

The manufacturer was experiencing recurring service issues that made its calibration program more difficult to manage.

Long turnaround times were affecting equipment availability, while inconsistent communication and service performance created additional uncertainty for laboratory and operations teams.

The organization wanted to improve several areas of its calibration program:

- Faster turnaround times
- Better communication and customer support
- More reliable and consistent service
- A validated calibration provider capable of supporting quality requirements
- Greater consolidation of calibration services
- More dependable handling of equipment and documentation
- Reduced operational disruption caused by equipment being out of service

The primary objective was straightforward: improve calibration performance so equipment could return to operations faster and with greater predictability.



The Solution:

SIMCO worked with the manufacturer to establish a calibration service model focused on responsiveness, consistency, and operational reliability.

The program provided access to SIMCO's broad calibration capabilities and service infrastructure, allowing the customer to consolidate more of its calibration requirements with a single provider.

SIMCO also worked closely with the customer's supplier quality and operations teams to support the qualification process required for a new calibration provider.

The approach focused on three priorities:

- Reducing calibration turnaround time
- Providing more consistent communication and service support
- Establishing a dependable calibration relationship that could support a broader range of requirements over time

By moving more calibration activity to SIMCO, the organization gained an opportunity to simplify supplier management while improving the predictability of equipment service.



Why SIMCO:

The manufacturer selected SIMCO based on several important requirements:

- Faster and more predictable turnaround
- Strong technical calibration capabilities
- Reliable communication and customer support
- Consistent service performance
- Ability to meet supplier quality requirements
- Capacity to support a diverse range of laboratory and manufacturing equipment
- Ability to consolidate calibration work currently handled by multiple providers

SIMCO's combination of technical capability, service responsiveness, and calibration expertise gave the customer a stronger foundation for managing its calibration program.

Program Impact:

The new service model was designed to reduce the operational impact of calibration while giving internal teams greater confidence in service performance.

The program helps the manufacturer:

- Reduce equipment downtime associated with long calibration cycles
- Improve predictability around equipment return dates
- Strengthen communication between calibration, quality, and operations teams
- Improve consistency across calibration services
- Reduce the administrative burden of managing multiple providers
- Consolidate more calibration activity with a qualified supplier
- Establish a scalable service model for future requirements

For laboratory and manufacturing environments where equipment availability directly affects workflows, faster and more dependable calibration can help reduce disruption and improve overall operational efficiency.

Keeping Critical Equipment Available

For life sciences manufacturers, calibration performance can directly affect laboratory productivity, manufacturing continuity, and quality processes.

By partnering with SIMCO, this genomics manufacturer established a more reliable calibration model focused on faster turnaround, better communication, and consistent service.

The result is a stronger foundation for keeping critical equipment calibrated, available, and ready to support demanding laboratory and manufacturing operations.

Improve Calibration Reliability

SIMCO helps life sciences and advanced manufacturing organizations improve calibration turnaround, reliability, and service consistency.

With broad technical capabilities and responsive support, SIMCO helps customers reduce equipment downtime, consolidate suppliers, and build calibration programs that better support their operations.

Improve Calibration Reliability and Equipment Availability

Discuss Your Calibration Needs



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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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