Case Study

Pharmaceutical Manufacturer Targets 70% Faster Calibration with a Consolidated Calibration Program

Overview:

A leading U.S. pharmaceutical manufacturer of sterile injectable medicines relies on calibrated measurement and test equipment to support highly controlled manufacturing and quality operations.

The company had been working with multiple calibration providers, but limited technical capabilities and extensive outsourcing were creating long and inconsistent turnaround times. Standard equipment was often out of service for three to four weeks or longer, while some specialized equipment could take as long as two months to return.

With hundreds of assets in its calibration program, the organization needed a more efficient approach that could improve turnaround, support specialized equipment, and provide greater visibility across the program.

The Challenge:

The company's existing calibration model had become increasingly difficult to manage.

A fragmented network of service providers meant equipment was frequently out-sourced when a provider lacked the necessary technical capability. This added time and complexity to the calibration process and made it harder for internal teams to predict when critical equipment would be available.

Key challenges included:

- Turnaround times of three to four weeks or longer for many assets
- Service cycles of up to two months for some specialized equipment
- Limited calibration capabilities from existing providers
- Heavy reliance on third-party outsourcing
- Multiple calibration vendors supporting the same program
- Limited centralized visibility into calibration records and asset status
- The need to support hundreds of calibrated assets

The company wanted to significantly reduce turnaround time while creating a more efficient and manageable calibration program.

The Solution:

SIMCO began with a pilot program covering approximately 30 assets, allowing the manufacturer to validate technical capabilities, turnaround performance, and overall service quality before expanding the relationship.

SIMCO evaluated the company's equipment requirements and provided calibration support through its laboratory network, with particular emphasis on matching specialized assets to the appropriate technical capabilities.

The broader approach was designed to reduce unnecessary outsourcing and consolidate more of the company's calibration requirements with a single provider.

SIMCO also offered the infrastructure needed to provide a more consistent system of record for calibration activity, helping the customer improve visibility into asset status, service history, and documentation.

A key service objective was to provide approximately five-day turnaround for targeted equipment, a substantial improvement over the three to four weeks or longer the customer had been experiencing.

Why SIMCO

The manufacturer evaluated calibration providers based on several key criteria:

- Approximately five-day turnaround for targeted equipment
- Technical capability to calibrate specialized equipment
- Ability to support a large and diverse asset population
- Reduced reliance on subcontracted calibration
- Consistent calibration documentation and recordkeeping
- Ability to consolidate work currently spread across multiple providers

SIMCO's combination of technical capabilities, laboratory resources, and calibration program support provided a path toward simplifying the manufacturer's overall service model.

Program Objectives

The initial engagement was designed to demonstrate measurable improvements before expanding across the broader asset population.

Key objectives included:

- Reducing typical turnaround from three to four weeks or longer to approximately five days
- Reducing extended service cycles for specialized equipment
- Consolidating calibration work across fewer providers
- Improving visibility into calibration records and asset status
- Increasing overall program efficiency
- Establishing a scalable model capable of supporting hundreds of assets

By beginning with a defined pilot, the manufacturer could evaluate SIMCO's performance while minimizing the operational risk associated with transitioning a large calibration program.

Creating a More Efficient Calibration Program

For pharmaceutical manufacturers, calibration performance affects more than individual instruments. Long service cycles, fragmented suppliers, and limited visibility can create unnecessary operational complexity across quality and manufacturing teams.

By working with SIMCO, this manufacturer established a path toward faster turn-around, broader technical coverage, and a more consolidated calibration program designed to support both current operations and future growth.

Improve Calibration Turnaround and Visibility

SIMCO helps manufacturers simplify complex calibration programs through broad technical capabilities, responsive service, and centralized calibration support. Whether managing dozens or hundreds of assets, SIMCO helps organizations improve equipment availability, program visibility, and overall calibration efficiency.

Reduce Calibration Turnaround and Supplier Complexity

Discuss Your Calibration Needs

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.

Learn more at **www.simco.com**
or contact Sales at 866-299-6029

Headquarters:
3131 Jay St, Suite 100
Santa Clara, CA 95054