

## Our Vision

To become the preferred supplier of calibration and measurement services in New Zealand.

## Our Mission

Our laboratory will change the way our customers think about calibration and measurement services. Our clear, concise certificates and reports will give our customers the relevant data they need to make quality measurements and quality decisions.

Our engineering metrologists will provide real world solutions so that our customers can solve their measurement problems and deliver their product on time and in specification.

We will conduct our business activities with the utmost integrity, excellence, passion and sustainability, ensuring our customers and stakeholders expectations are met or exceeded every time, today and into the future.

We will add value and integrity to our customers products.

## Our Core Values

**Integrity -** Our calibration and measurement services are conducted with open communication, honesty and consistency, in accordance with our ISO17025 Quality Management System, Processes and Procedures.

**Excellence -** Management, trained and qualified technicians and support staff are passionate and motivated in their work. Self improvement is encouraged and the work environment is maintained to ensure these values are self propagating. Customer requirements and expectations are always foremost in our minds.

**Best Practice -** Up to date business processes, calibration and measurement methods and procedures are used at all times, ensuring appropriate measurement uncertainties and valid data are supplied to customers on every occasion.

**Customer Service -** With open communication, issues raised during calibrations or measurements are fed back to the customer for review in a timely manner. Solutions to problems are provided to ensure positive outcomes for the customer and that work is completed on time.  
Customer feedback is encouraged and welcomed.

**Innovative -** We are unique – our metrologists are highly skilled gauge and instrument makers. We understand metrology and engineering. We provide solutions for demanding measuring jobs that others believe are too difficult.

All of our staff are passionate about and dedicated to their work. They understand that a satisfied customer is paramount to the success of the business and reflects on them personally.