Metrology Lab Calibration Process Flow Scheduler contacts customer with appt. date/time, & our offer to Customer sends request / Scheduler reviews RMT-001 form & if calibrate if they meet/accept our authorization for Calibration acceptable, assigns metrologist and schedules requirements. (RMT-001) date/time. TENDERED OFFER LAB's IMPLIED CONTRACT **REQUEST** Metrologist visually examines Staff logs in load on Customer ships or tracking log; marks nominal. sends nominal by truck. on whiteboard **CUSTOMER'S IMPLIED CONTRACT AGREEMENT / CONTRACT** Metrologist prints final calibration report, signs, Metrologist completes seals & forwards to Lab Manager. Accept? precert, scans worksheet, calculates totals & forwards to Scheduler No charge -Yes No Lab Manager reviews, return to approves, signs & forwards customer to Scheduler. Scheduler checks calculations, enters data into METRO, Metrologist examines prints invoice & nominal in depth, returns to calibrates & adjusts, if End of process metrologist. Scheduler mails invoice & necessary. places records in a holding file until payment is received. Acceptable No & in tolerance? Customer pays Yes No Yes Yes Scheduler sends Scheduler past due notice to maintains Customer Scheduler sends customer. record for calibration report to pays? official customer & files retention records. period. Calibration No certification withheld. End of process