

Mettler-Toledo, LLC

Address	1900 Polaris Parkway, Columbus, OH 43240-4035
Phone	(800) METTLER (800) 638-8537
Fax	(614) 438-4900

www.mt.com

November 3, 2016

Dear Valued Customer:

Thank you for your inquiry of METTLER TOLEDO's quality system(s).

METTLER TOLEDO is a global manufacturer and marketer of precision instruments for use in laboratory, industrial and food retailing applications. METTLER TOLEDO has multiple global manufacturing facilities. All of the Company's manufacturing facilities in Europe, the United States, and China are ISO 9001 registered. In addition to a broad product offering, the Company has one of the largest global sales & service organizations among precision instrument companies. The METTLER TOLEDO Company's various organizations currently operate under their own Quality Management Systems (QMS) pertaining to their specific sub-groups or divisional business areas.

Under Mettler-Toledo, LLC, the METTLER TOLEDO North America (MTNA) entity is responsible for operating the marketing, sales & service sub-groups of the Laboratory, Industrial, and Retail divisional business areas in the U.S. & Canada. MTNA's Laboratory and Industrial business operations are controlled by an ISO 9001 registered QMS. These two divisional business areas are also ISO 17025 accredited by A2LA. Our field service operations use only certified weights, traceable to national standards; the National Institute of Standards and Technology (NIST) in the U.S. and Standards Council of Canada (SCC) in Canada.

MTNA is devoted to quality and pleased that, by the very nature of your request, you have shown this same commitment. Notably, we receive many requests for information and, in response, have compiled this comprehensive **Quality Self-Assessment** packet. This packet should address the intent and/or requirements of your questionnaire, supplier survey, qualification documents, etc. If you have any concerns that are not specifically addressed by the enclosed material please contact MTNA Quality directly, per below.

Quality Policy:

"Each of us will take whatever preventive action is required to deliver defect-free work, on time, to all of our customers."

Our Goal: "Satisfy Every Customer Every Time"

Regards,

Quality Management Team
METTLER TOLEDO North America

E-mail: Quality.MTNA@mt.com
Phone: 1-800-638-8537
Fax: 1-614-438-4900

METTLER TOLEDO

Mettler-Toledo, LLC (MT-NA Marketing Organization)
QUALITY SELF-ASSESSMENT 2016

Company Name/Division:	Mettler-Toledo, LLC		
Address/City/State/Zip/Country:	1900 Polaris Parkway, Columbus, OH 43240-2020 USA		
Website:	www.us.mt.com	Primary NAICS:	333997
Phone:	1-800-638-8537 ext.104511	D&B Number:	19-464-9323
Fax:	614-438-4900	Website:	www.mt.com
Parent Company	Mettler-Toledo International, Inc		
Parent Company Address	Im Langacher, CH-8606 Greifensee, Zurich, Switzerland		
Phone:	+41-44-944-2211		
Fax:	+41-44-944-2255		
Mettler Toledo, LLC (North America) Key Personnel			
General Manager	T. Alton Hill		
General Manager - Canada	Magnus Kullerstrand		
Head of Service Operations (USA)	Matthew Bendick		
National Service Manager – Lab. div.	Charles Francis		
National Service Manager – Ind. div.	Matthew Wilson		
National Service Manager – Ret. div.	Jim Kaiser		
Customer Experience & Quality Mgr.	Aaron Skidmore		
Support Office: Customer Service Sales Contracts Scheduling Invoicing etc.	servicerequests@mt.com or 1-800-METTLER (1-800-638-8537)		
Quality Contact Information			
Department:	Quality Management		
Email:	Quality.MTNA@mt.com or visit Request for Information Directory		
Business Size, Site & Personnel Information			
Location	1900 Polaris Parkway, Columbus, OH 43240-2020 USA		
# of Years in Business/Operation:	115 years (Founded 1901 as Toledo Scale Company, Inc.)		
# of Years at Current location	Since 1998, 18 years as of 2016		
Size of Facility	88,000 Square Feet		
# of Shifts	1		
# of employees – Mgmt/Office/Admin	Approx. 331 (US & Canada)		
# of employees – Field Service	Approx. 623 (US & Canada)		
Total Employees	Approx. 954 (US & Canada)		
Quality Control	3		
Union Status	Non-Union (except Canada)		
% Permanent Employees	99%		
% Contract Employees	1%		
Turnover Rate (Full-Time Personnel)	3% (as of February 2016)		
Clean room	Metrology Lab (Echelon 1 Classified) for calibration of standard weights		
Calibration Standards	NIST Traceable		
Disaster Recovery			
Daily server backups & off-site backup maintained for recovery. Visit www.us.mt.com/sustainability			

QUALITY SELF-ASSESSMENT 2016

Certifications			
Certificate	Registrar	Last on-site audit	Certificate #
ISO 9001:2008	Bureau Veritas (BVC)	October 2016	US007331-1
ISO/IEC 17025:2005	A2LA - Lab	July 2016	1788.01
ISO/IEC 17025:2005	A2LA - Industrial	February 2016	1902.01
ISO/IEC 17025:2005	A2LA - Pipettes	December 2016	1788.02
C-TPAT certified (Customs-Trade Partnership Against Terrorism)		SVI# 91918908	
Please visit our Certifications & Accreditations page to download current certificates: http://us.mt.com/us/en/home/supportive_content/specials/maw_quality_01042006_1.html			
Regulatory Information			
As a service division, Mettler-Toledo, LLC is not subject to registration, inspection, accreditation, or certification by any regulatory body or agency. We are neither FDA regulated nor a cGMP facility.			
Type of Business			
We provide Calibration Services of precision weighing instruments & analytical devices and Product Sales via catalog at Mettler-Toledo, LLC. Product specific information can be found at www.us.mt.com. No manufacturing, production, programming, or design is performed at this site. Mettler Toledo has multiple global manufacturing facilities. More information can be found at http://investor.mt.com/ and www.us.mt.com/sustainability			
Terms & Conditions			
Mettler-Toledo, LLC Standard Terms & Conditions for Service: http://us.mt.com/us/en/home/site_content/legal/commercial_terms/service_terms_us.html			
Quality Management			
- The site has a Change Notification Policy, Nonconforming Calibration Results Policy, and Corrective/Preventive Action Policy. - The site also has an employee Training program that is documented in writing and/or electronically via LMS. Job-specific training requirements are clearly defined for each position. - The Quality Management System is electronic-based and accessible via SharePoint to all direct employees. Printed documents are uncontrolled and "expire" 24 hours from the date/time printed. - The company has a written Quality Manual. Please refer to NQ0001 attached. - The site has documented instructions, standards, and manuals that are maintained, up-to-date, and are readily available to the employees. - Document Revision & Approval procedures are clearly defined. Obsolete procedures or documents are promptly removed from all controlled points of use. - Periodic review of the Quality System is performed by management. Internal Audits are also performed per ISO 9001 & ISO 17025 standard compliance of processes within scope of those accreditations.			
Non-conforming Service			
- A written procedure is in place for the handling, disposition, and documentation of nonconforming calibration services, results and/or certificates. - Non-conforming deviations are clearly identified and immediately investigated to determine impact (if any) to calibrations performed in order to contact impacted customers (if necessary). - Notification of Change Agreements can be arranged for customer notification of nonconforming services.			

Mettler-Toledo, LLC (MT-NA Marketing Organization)
QUALITY SELF-ASSESSMENT 2016

Quality Audits
• Internal audits of the entire quality system, including field service, are conducted annually at minimum.
• Internal audits are performed by personnel independent of the area audited.
• Internal audit reports are brought to management's attention. Any nonconformities are reviewed immediately.
Corrective Action/Preventive Action
• Procedures exist that require prompt and appropriate corrective/preventive action to be taken as required.
• It is applicable to all elements of the quality system.
• A documented Quality Notification/Corrective Action system is in place to address adverse quality issues or trends.
• The results of audits and corrective action results are reviewed by management for completion and effectiveness.
• Corrective/preventive action also extends to Mettler Toledo production organizations/sites.
Training
• Employees are trained on procedures and training is documented.
• Employees are qualified for the jobs they perform.
• Each employee has a resume and training records on file.
• A job description exists for each employee.
• Retraining is conducted periodically.
Record Retention
• Most Records are maintained for a minimum of three (3) years. However, retention varies depending on the type of record.
Complaints
• Procedures are in place for complaint handling and timely resolution of all complaints.
• Complaints are reviewed and analyzed for trends.

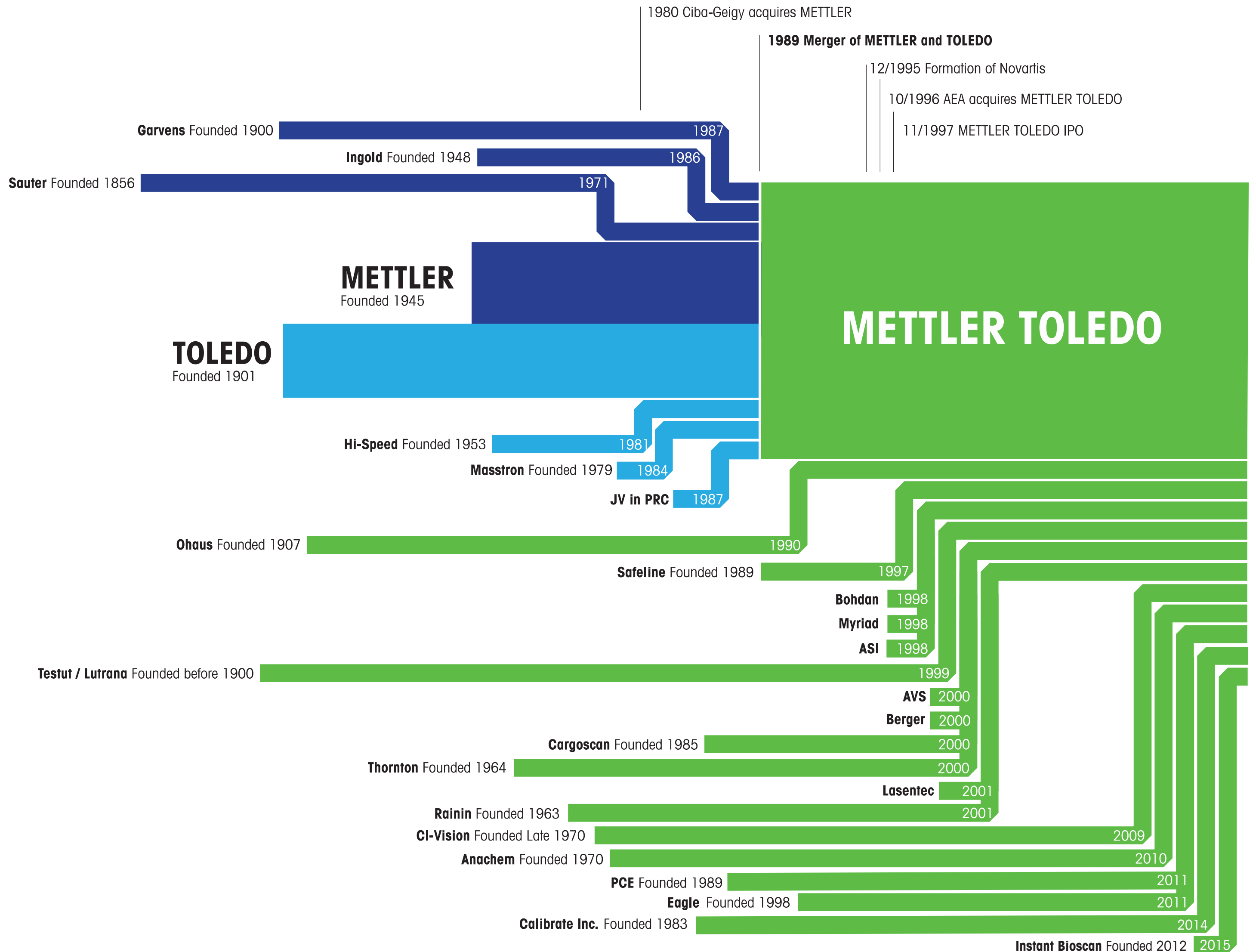
Useful METTLER TOLEDO Company site links:
We are pleased to refer you to the following web sites for more information regarding the characterization and principles of the METTLER TOLEDO group: www.mt.com GLOBAL www.us.mt.com www.ca.mt.com UNITED STATES CANADA
<u>Request for Information Directory</u>

Disclaimer:

The information provided herein is for your information only. It does not extend our liability in any way.

This information was prepared by using reasonable efforts and reflects METTLER TOLEDO's findings at the date of its creation. Without prejudice to any rights or obligations under existing written agreements, METTLER TOLEDO makes no representations, warranties, or assurances of any kind, expressed or implied, including but not limited to the accuracy, currency, completeness or reliability of the information provided. METTLER TOLEDO shall in no event be liable for any damages, including direct, consequential, incidental and special or any injury resulting from your access to or use of this report or from your reliance on any information provided.

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BUREAU VERITAS
Certification



METTLER TOLEDO, INC.

**HQ : 1900 POLARIS PARKWAY
COLUMBUS, OH, 43240 USA**

SEE APPENDIX FOR ADDITIONAL CERTIFIED LOCATIONS

Bureau Veritas Certification certifies that the Management System of the above organization has been audited and found to be in accordance with the requirements of the management system standards detailed below

Standards

ISO 9001:2008

Scope of certification

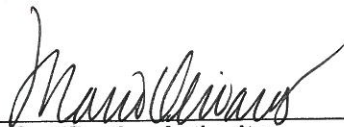
**Marketing, sales, distribution, installation and service of
balances, analytical instruments, scales, pipettes and
weighing systems for the North American industrial and
laboratory market**

Certification cycle start date: **9 November 2014**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **8 November 2017**

Original certification date: **21 October 2005**

Certificate No. US007331-1



Certification Authority



Local office: Bureau Veritas Certification North America, Inc.
390 Benmar Drive, Houston, Texas, USA
www.us.bureauveritas.com/bvc

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization. To check this certificate validity please call **+(800) 937-9311**.

BUREAU VERITAS
Certification



METTLER TOLEDO, INC.

**HQ: 1900 POLARIS PARKWAY
COLUMBUS, OH, 43240 USA
APPENDIX TO CERTIFICATE NO. : US007331-1**

Bureau Veritas Certification certifies that the Management System of the above organization (including the locations listed below) has been audited and found to be in accordance with the requirements of the management system standards detailed below

Standards

ISO 9001:2008

Certified Locations

Site	Address	Scope
Mettler-Toledo, Inc. Columbus, OH	1900 Polaris Parkway, Columbus, OH 43240 USA	Marketing, sales, distribution, installation and service of balances, analytical instruments, scales, pipettes and weighing systems for the North American industrial and laboratory market
Mettler-Toledo, Inc. Worthington, OH	1150 Dearborn Dr., Worthington, OH 43085 USA	Marketing, sales, distribution, installation and service of balances, analytical instruments, scales, pipettes and weighing systems for the North American industrial and laboratory market
Mettler Toledo, Inc. Mississauga, ON Canada	2915 Argentia Rd, Mississauga, ON, Canada L5N 8G6	Marketing, sales, distribution, installation and service of balances, analytical instruments, scales, pipettes and weighing systems for the North American industrial and laboratory market


Certification Authority



Local office: Bureau Veritas Certification North America, Inc.
390 Benmar Drive, Houston, Texas, USA
www.us.bureauveritas.com/bvc

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization. To check this certificate validity please call **+(800) 937-9311**.



Doc #:	NQ0001		
Title:	Quality Manual		
Revision:	06c	Date:	05/17/2016
Replaces:	NT0001, Rev 06b, 03/01/2016		
Owner:	MT-NA Quality Manager		

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2.0 PREFACE

This Quality Manual serves as the basis for the Quality System for the following organizations in **METTLER TOLEDO** North American (MT-NA) Business Areas: **Industrial** and **Lab**. The Quality Manual defines the policies and references procedures required for controlling activities that affect product quality.

This Quality Manual and Quality System meets the intent of the ISO 9001-2008 standard as a model for quality assurance in production, installation, and servicing. The compliance with this standard is certified by a third party registrar. All employees at **METTLER TOLEDO** have responsibility for implementing the policies and procedures outlined or referenced in this Quality Manual.

The fundamental objective of **METTLER TOLEDO** is to supply products and services that meet our customers' requirements. This manual supports that objective.

3.0 ABBREVIATIONS

3.1 Abbreviations

Abbreviations used in the quality management system include:

MT-NA	METTLER TOLEDO North America(n)
MO	Marketing Organization
PO	Producing Organization
QA	Quality Assurance
QM	Quality Manual
QMS	Quality Management System
QN	Quality Notification
CAR	Corrective Action Report(ing)
IA	Internal Audit

4.0 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

METTLER TOLEDO shall establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of the ISO 9001:2008 Standard.

METTLER TOLEDO shall:

- a) determine the processes needed for the quality management system and their application throughout the organization,
- b) determine the sequence and interaction of these processes,
- c) determine criteria and methods needed to ensure that both the operation and control of these processes are effective,
- d) ensure the availability of resources and information necessary to support the operation and monitoring of these processes,
- e) monitor, measure and analyze these processes, and
- f) implement actions necessary to achieve planned results and continual improvement of these processes.

These processes shall be managed by **METTLER TOLEDO** in accordance with the requirements of the ISO 9001-2008 Standard.

Where **METTLER TOLEDO** chooses to outsource any process that affects product conformity with requirements, **METTLER TOLEDO** shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system.

4.2. Documentation Requirements

4.2.1 General

The quality management system documentation shall include

- a) documented statements of a quality policy and quality objectives,
- b) a quality manual,
- c) documented procedures and records required by the ISO 9001-2008 Standard,
- d) documents, including records, needed by **METTLER TOLEDO** to ensure the effective planning, operation and control of its processes, and

The term “documented procedure” means that the procedure is established, documented, implemented and maintained. The documentation can be in any form or type of medium, including paper or electronic. The range and detail of the documentation that forms part of the quality system are consistent with the complexity of the work, the methods used, and the skills and training needed by personnel involved in carrying out the activity. All levels of documentation refer to other levels as appropriate to provide a convenient method of navigation through the quality system.

4.2.1.1 Quality Manual

The Quality Manual contains policies that define the quality system at **METTLER TOLEDO**. The Quality Manual is closely aligned to the ISO 9001-2008 standard and the main sections correspond to that standard.

4.2.1.2 Quality System Procedures

- a) These procedures are used to define quality standards, methods, and procedures for MT-NA.

4.2.1.3 Other Quality Documents

- a) Work instructions define work methods
- b) Forms, tags, labels or stamps are used for data collection, analysis, and distribution.

METTLER TOLEDO shall establish and maintain a quality manual that includes

- a) the scope of the quality management system, including details of and justification for any exclusion,

Scope: **METTLER TOLEDO** North America markets, sells, distributes, installs and services balances, analytical instruments, scales and weighing systems for the North American Industrial and Laboratory market.

Scope of Accreditation (ISO 17025):

[http://www.a2la.org/scopepdf/1902-](http://www.a2la.org/scopepdf/1902-01.pdf?CFID=2154335&CFTOKEN=587240eaf03f0e4e-B1182B6F18519E574723B875D742BACE&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4)

[01.pdf?CFID=2154335&CFTOKEN=587240eaf03f0e4e-](http://www.a2la.org/scopepdf/1902-01.pdf?CFID=2154335&CFTOKEN=587240eaf03f0e4e-B1182B6F18519E574723B875D742BACE&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4)

[B1182B6F18519E574723B875D742BACE&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4](http://www.a2la.org/scopepdf/1902-01.pdf?CFID=2154335&CFTOKEN=587240eaf03f0e4e-B1182B6F18519E574723B875D742BACE&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4)

[http://www.a2la.org/scopepdf/1788-](http://www.a2la.org/scopepdf/1788-01.pdf?CFID=2154358&CFTOKEN=61cf72f14e8ca79c-B146C2DF18519E5747CB29D6579EC7C3&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4)

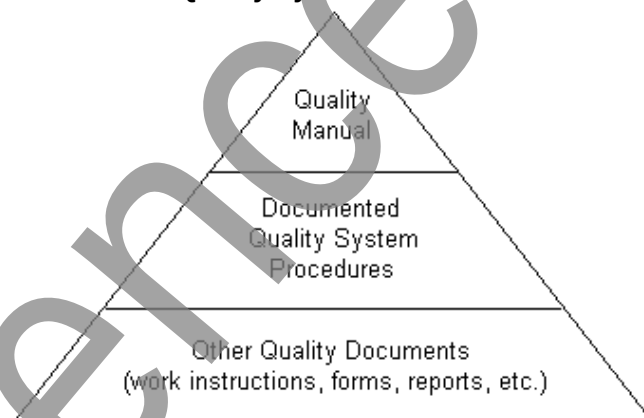
[01.pdf?CFID=2154358&CFTOKEN=61cf72f14e8ca79c-](http://www.a2la.org/scopepdf/1788-01.pdf?CFID=2154358&CFTOKEN=61cf72f14e8ca79c-B146C2DF18519E5747CB29D6579EC7C3&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4)

[B146C2DF18519E5747CB29D6579EC7C3&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4](http://www.a2la.org/scopepdf/1788-01.pdf?CFID=2154358&CFTOKEN=61cf72f14e8ca79c-B146C2DF18519E5747CB29D6579EC7C3&jsessionId=8430d007ccdc3aa8b9e9b6872046327285d4)

- b) the documented procedures established for the quality management system, or reference to them, and
c) a description of the interaction between the processes of the quality management system.

Interaction of Processes Matrix (see last page of manual)

4.2.2.1 METTLER TOLEDO Quality System Documentation Hierarchy



4.2.2.2 Quality Manual Definition

The first level of documentation is the QUALITY MANUAL; it is the most general document in the **METTLER TOLEDO** quality documentation system. It serves several purposes:

- It states **METTLER TOLEDO** policy towards quality in general terms, ensuring that all requirements of the ISO 9001-2008 standard are addressed.
- It outlines the structure of the quality documentation system, and serves as a guide to those charged with writing QUALITY SYSTEM PROCEDURES.
- It serves as a road map to associated QUALITY SYSTEM PROCEDURES.
- It succinctly explains the quality system to customers, auditors and others outside of **METTLER TOLEDO**.

4.2.2.3 Quality System Procedures Definition

The second level of documentation is the QUALITY SYSTEM PROCEDURES; these are written to detail the general policies stated in the QUALITY MANUAL. QUALITY SYSTEM PROCEDURES reference other relevant QUALITY DOCUMENTS.

4.2.2.4 Other Quality Documents Definition

The third level of documentation is WORK INSTRUCTIONS, FORMS, REPORTS, ETC. They do not establish or detail quality policy, they simply instruct on HOW to perform a given task, or are tools deemed necessary for the convenience or correct functioning of the quality system.

4.2.3 Control Of Documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

A documented procedure shall be established to define the controls needed

- a) to approve documents for adequacy prior to issue,
- b) to review and update as necessary and re-approve documents,
- c) to ensure that changes and the current revision status of documents are identified,
- d) to ensure that relevant versions of applicable documents are available at points of use,
- e) to ensure that documents remain legible and readily identifiable,
- f) to ensure that documents of external origin determined by **METTLER TOLEDO** to be necessary for the planning and operation of the Quality Management System are identified and their distribution controlled, and
- g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose (i.e. legal or knowledge preservation purposes).

4.2.3.1 Document And Data Changes

Changes to documents and data are reviewed and approved by the same functions/organizations that performed the original review and approval, unless specifically designated otherwise. The designated functions/organizations have access to pertinent background information upon which to base their review and approval.

Where practical, the nature of the change is identified in the document or the appropriate attachments.

4.2.4 Control Of Records

Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled. Records shall remain legible, readily identifiable and retrievable.

METTLER TOLEDO shall establish a documented procedure to define the controls needed for the identification, filing, storage, protection, retrieval, retention time and disposition of records.

Quality records are written statements of data and facts characterizing specific events that pertain to specific persons, products, processes, etc. Records may be in the form of any type of medium, including paper or electronic.

Where agreed contractually, quality records are made available for evaluation by the customer or the customer's representative for an agreed period.

4.3 Relevant Corporate Procedure(s) And/Or Form(s)

NP0020	Document and Data Control
NP0021	Electronic Document and Data Control
NP0025	Quality Records Procedure

5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

METTLER TOLEDO's top management shall provide evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by

- a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements,
- b) establishing the quality policy,
- c) ensuring that quality objectives are established
- d) conducting management reviews, and
- e) ensuring the availability of resources.

5.2 Customer Focus

METTLER TOLEDO's top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).

5.3 Quality Policy

METTLER TOLEDO's top management shall ensure that the quality policy

- a) is appropriate to the purpose of the organization,
- b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,
- c) provides a framework for establishing and reviewing quality objectives,
- d) is communicated and understood within the organization, and
- e) is reviewed for continuing suitability.

5.3.1 METTLER TOLEDO's Quality Policy

"Each of us will take whatever preventive action is required to deliver defect-free work, on time, to all of our customers."

- "Each of us" – applies to all associates.
- "Preventive Action" – continuous improvement.
- "Defect-free work" – meeting customer requirements.
- "On-time" – getting product or service on time.
- "All customers" – recognizes internal as well as external customers.

5.3.2 METTLER TOLEDO's Quality Goal

"Satisfy every customer, every time."

5.4 Planning

5.4.1 Quality Objectives

METTLER TOLEDO's top management shall ensure that quality objectives, including those needed to meet requirements for product [see 7.1 a)], are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy.

5.4.2 Quality Management System Planning

METTLER TOLEDO's top management shall ensure that

- a) the planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and
- b) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

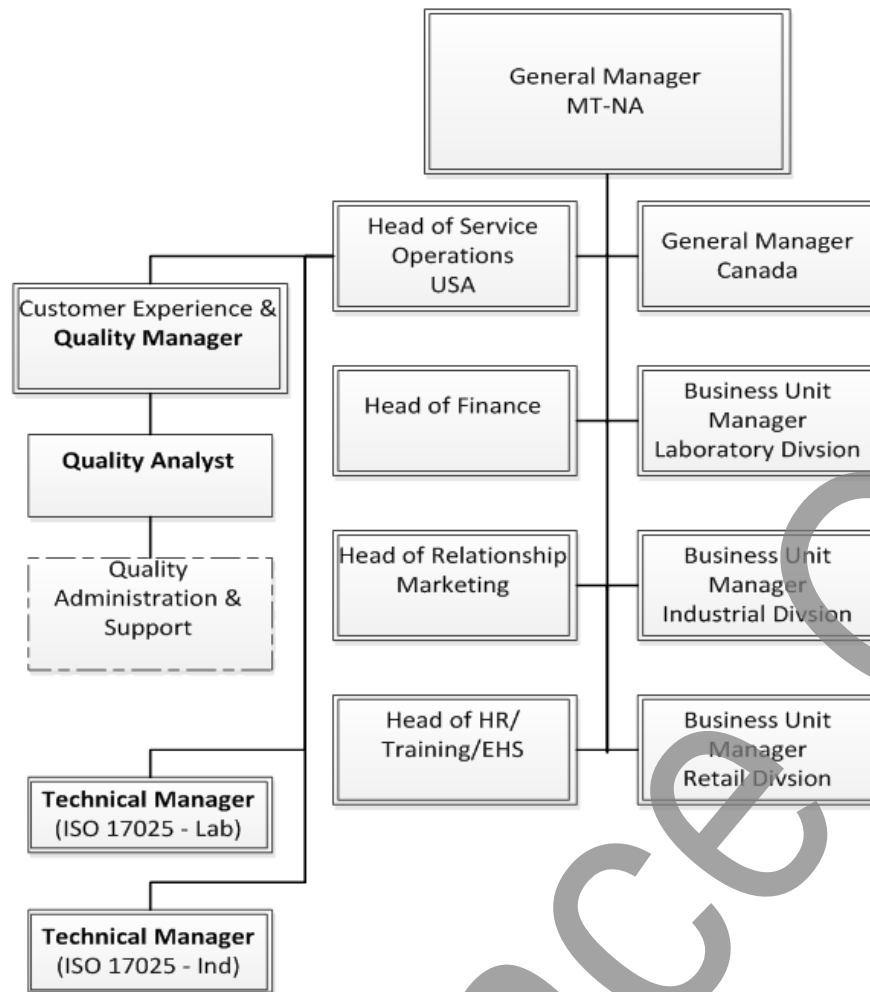
5.5 Responsibility, Authority And Communication

5.5.1 Responsibility And Authority

METTLER TOLEDO's top management shall ensure that responsibilities and authorities are defined and communicated within the organization. The responsibility, authority, and the interrelation of personnel who manage, perform, and verify work affecting quality is defined and documented, particularly for personnel who have the responsibility and authority to:

- a) initiate action to prevent the occurrence of any non-conformities relating to product, process, and quality system,
- b) identify and record any problems relating to the product, process, and quality system,
- c) initiate, recommend, or provide solutions through designated channels;
- d) verify the implementation of solutions, and
- e) control further processing, delivery, or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.

5.5.1.1 METTLER TOLEDO Organizational Structure



5.5.1.2 Interface Agreements

Where quality system functions are performed by **METTLER TOLEDO** groups outside the scope of registration, the requirements for quality are defined by: the outside group's own ISO 9001 certification, by **METTLER TOLEDO** corporate procedures, or by an interface agreement.

5.5.2 Management Representative

METTLER TOLEDO's top management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that includes

- ensuring that processes needed for the quality management system are established, implemented and maintained,
- reporting to top management on the performance of the quality management system and any need for improvement, and
- ensuring the promotion of awareness of customer requirements throughout the organization.

The responsibility of a management representative can include liaison with external parties on matters relating to the quality management system.

5.5.2.1 METTLER TOLEDO's Management Representative

METTLER TOLEDO's management representative is the Quality Manager at MT-NA.

5.5.3 Internal Communication

METTLER TOLEDO's top management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

5.6 Management Review

5.6.1. Management Review

MT-NA Business Area (Industrial and Lab) top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records from management reviews shall be maintained (see 4.2.4).

5.6.2 Review Input

The input to management review shall include information on

- a) results of audits,
- b) customer feedback,
- c) process performance and product conformity,
- d) status of preventive and corrective actions,
- e) follow-up actions from previous management reviews,
- f) changes that could affect the quality management system, and
- g) recommendations for improvement.

5.6.3 Review Output

The output from the management review shall include any decisions and actions related to

- a) improvement of the effectiveness of the quality management system and its processes,
- b) improvement of product related to customer requirements, and
- c) resource needs.

5.7 Relevant Corporate Procedure(s) And/Or Form(s)

NP0008	Management Review Procedure
NP0024	Quality Planning
NF0008	Suitability and Effectiveness Matrix
NF0007	Project Quality Planning Form
AQ1701I	Management Review Process (Industrial)
AQ1701L	Management Review Process (LAB)
AQ1702I	Organizational Requirements 17025 (Industrial)
AQ1702L	Organizational Requirements 17025 (LAB)
AQ1703I	Quality Policy Under the Scope of ISO 17025 (Industrial)
AQ1703L	Quality Policy (LAB)
AQ1704I	Quality System Overview (Industrial)

6.0 RESOURCE MANAGEMENT

6.1 Provision Of Resources

METTLER TOLEDO shall determine and provide the resources needed

- a) to implement and maintain the quality management system and continually improve its effectiveness, and
- b) to enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Training and Awareness

METTLER TOLEDO shall

- a) determine the necessary competence for personnel performing work affecting conformity to product requirements,
- b) where applicable, provide training or take other actions to achieve the necessary competence,
- c) evaluate the effectiveness of the actions taken,
- d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives,
- e) maintain appropriate records of education, training, skills and experience (see 4.2.4).

6.3 Infrastructure

METTLER TOLEDO shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable

- a) buildings, workspace and associated utilities,
- b) process equipment (both hardware and software), and
- c) supporting services (such as transport or communication).

6.4 Work Environment

METTLER TOLEDO shall determine and manage the work environment needed to achieve conformity to product requirements.

6.5 Relevant Procedure(s) and/or Form(s)

NP0018	Tracking Training Process
NP0026	Process for Development of Employee Training Programs
NF0020	METTLER TOLEDO Training Evaluation Form
NF0021	90 Days Training Task Checklist
NF0022	Academy Student Evaluation Form

7.0 PRODUCT REALIZATION

7.1 Planning Of Product Realization

METTLER TOLEDO shall plan and develop the processes needed for product realization. Planning of product realization shall be consistent with the requirements of the other processes of the quality management system (see 4.1).

In planning product realization, **METTLER TOLEDO** shall determine the following, as appropriate:

- a) quality objectives and requirements for the product;
- b) the need to establish processes and documents, and to provide resources specific to the product;
- c) required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance;
- d) records needed to provide evidence that the realization processes and resulting product meet requirements. (see 4.2.4).

The output of this planning shall be in a form suitable for **METTLER TOLEDO**'s method of operations. A document specifying the processes of the quality management system (including the product realization processes) and the resources to be applied to a specific product, project or contract, can be referred to as a quality plan.

7.2 Customer-Related Processes

7.2.1 Determination Of Requirements Related To The Product

METTLER TOLEDO shall determine

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- b) requirements not stated by the customer but necessary for specified or intended use, where known,
- c) statutory and regulatory requirements related to the product, and
- d) any additional requirements considered necessary by **METTLER TOLEDO**.

7.2.2 Review Of Requirements Related To The Product

METTLER TOLEDO shall review the requirements related to the product. This review shall be conducted prior to **METTLER TOLEDO**'s commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that

- a) product requirements are defined,
- b) contract or order requirements differing from those previously expressed (e.g. in a quotation) are resolved, and
- c) **METTLER TOLEDO** has the ability to meet the defined requirements.

In some situations, such as internet sales, a formal review is impractical for each order. Instead the review can cover relevant product information such as catalogues or advertising material.

Records of the results of the review and actions arising from the review shall be maintained (see 4.2.4).

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by **METTLER TOLEDO** before acceptance.

Where product requirements are changed, **METTLER TOLEDO** shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

METTLER TOLEDO shall determine and implement effective arrangements for communicating with customers in relation to

- a) product information,
- b) enquiries, contracts or order handling, including amendments, and
- c) customer feedback, including customer complaints.

7.3 Design And Development

The exclusion of Design has been identified and the justification is that sister **METTLER TOLEDO** facilities perform all aspects of design and provide MT-NA with product, Therefore this facility is not design responsible.

7.4 Purchasing

7.4.1 Purchasing Process

Parts needed to support MT-NA products are primarily procured from the ISO Registered Producing Organizations (PO) of **METTLER TOLEDO**. These PO's evaluate and select suppliers based on the criteria they have established. Here at MT-NA we do not evaluate and select suppliers. When products produced by the PO have become obsolete, it is the MO's responsibility to source the needed components to support the field operations. The suppliers used are the suppliers designated by the PO's.

Since this Quality system function is performed by a **METTLER TOLEDO** group outside the scope of MT-NA's registration, the requirements for quality are defined by the PO's own ISO certification.

7.4.2 Purchasing information

Purchasing information shall describe the product to be purchased, including, where appropriate,

- a) requirements for approval of product, procedures, processes and equipment,
- b) requirements for qualification of personnel, and
- c) quality management system requirements.

The organization shall ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

7.5 Production And Service Provision

7.5.1 Control Of Production And Service Provision

METTLER TOLEDO shall plan and carry out production and service provision under controlled conditions. Controlled conditions shall include, as applicable

- a) the availability of information that describes the characteristics of the product (e.g. standards, codes or drawings),
- b) the availability of work instructions, as necessary, where the absence of such instructions could adversely affect quality,

- c) the use and approval, as appropriate, of suitable equipment,
- d) the availability and use of monitoring and measuring equipment,
- e) the implementation of monitoring and measurement,
- f) the implementation of product release, delivery and post-delivery activities,

7.5.2 Validation Of Processes For Production And Service Provision

METTLER TOLEDO shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

Validation shall demonstrate the ability of these processes to achieve planned results.

METTLER TOLEDO shall establish arrangements for these processes including, as applicable

- a) defined criteria for review and approval of the processes,
- b) approval of equipment and qualification of personnel,
- c) use of specific methods and procedures,
- d) requirements for records (see 4.2.4), and
- e) revalidation.

7.5.3 Identification And Traceability

Where appropriate, **METTLER TOLEDO** shall identify the product by suitable means throughout product realization.

METTLER TOLEDO shall identify the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement, **METTLER TOLEDO** shall control the unique identification of the product and maintain records (see 4.2.4). Configuration management is a means by which identification and traceability may be maintained.

7.5.4 Customer Property

METTLER TOLEDO shall exercise care with customer property, including intellectual property, while it is under **METTLER TOLEDO**'s control or being used by **METTLER TOLEDO**. **METTLER TOLEDO** shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained (see 4.2.4).

7.5.5 Preservation Of Product

METTLER TOLEDO shall preserve product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. Preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.

7.6 Control Of Monitoring And Measuring Devices

METTLER TOLEDO shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements (see 7.2.1).

METTLER TOLEDO shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall

- a) be calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded,
- b) be adjusted or re-adjusted as necessary,
- c) have identification in order to determine its calibration status,
- d) be safeguarded from adjustments that would invalidate the measurement result, and
- e) be protected from damage and deterioration during handling, maintenance and storage.

In addition, **METTLER TOLEDO** shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. **METTLER TOLEDO** shall take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained (see 4.2.4).

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

7.6.1 Calibration Of Monitoring And Measuring Devices

METTLER TOLEDO shall define the process employed for the calibration of monitoring and measuring devices including details of equipment type, unique identification, location, frequency of checks, check methods, acceptance criteria, and the action to be taken when results are unsatisfactory.

7.7 Relevant Procedure(s) and/or Form(s)

NP0017	Handling of Customer Feedback
VP0019IR	Care for Reference Standards and Test Weights
VP0017IR	Customer Notification of Out of Tolerance Weights
VP0030IR	Cleaning of Reference Standards
VP0045	Test and Measurement Equipment
VP0048	Weight Care and Handling
VP0038IR	Material Handling and Control
VF0014IR	Equipment on Agreement
VF0100A	Customer Service Acknowledgement
VF0017IR	Industrial Service Agreement
VF0025IR	Site Readiness Checklist
VF0026IR	METTLER TOLEDO Service Agreement Scope of Supply
VF0032IR	Master Shield Service Agreement Change Form
VF0015IR	Calibration Sticker
VF0020IR	Out of Service Tag
VF0023IR	Shop Tag (Depot Repair)

VF0033IR	Serial Number Sticker
VF0015	Serial Number Sticker
VF0021	Service Sticker
VF0022	Equipment Status
VF0032	Weight Calibration Sticker
VF0033	Weight Calibration Form
AP1711I	Test and Calibration Methods and Method Validation (Industrial)
AP1711L	Test and Calibration Methods and Method Validation (LAB)
AP1712I	Equipment (Industrial)
AP1712L	Equipment (LAB)
AP1713I	Measurement Traceability (Industrial)
AP1713L	Measurement Traceability (LAB)
AP1717I	Proficiency Testing (Industrial)
AP1717L	Proficiency Testing (LAB)
AT1701I	Organization Chart
AW1710I	Contractor (Distributor) Work Instructions
AW1708I	Testing of Calipers
AW1703I	Reporting Results
AP1701I	Organizational Responsibility & Authority
AP1702I	Internal Audits of ISO 17025 Compliant Process
AP1703I	Protecting Customer Confidentiality
AP1704I	Independence of Personnel
AP1705I	Maintaining Customer Confidence
AP1706I	Control of Quality Records
AP1707I	Subcontracting of Calibration Services
AP1708I	Service to the Customer
AP1718I	Control of Non-Conforming Test and Calibration Work
AP1719I	Review of Requests, Tenders and Contracts
AP1723I	Purchasing Services and Supplies
AB15	Procedure for Evaluating Accuracy and Precision of Rainin Pipettes
LMS-018	Pipette Service Shipment Preparation
PSWI-001	Confirming "As Found" Failures
PSWI-004	Internal Balance Test Work Instruction
PSWI-005	Cal PM Preventive Maintenance Work Instruction
PSWI-013	Basic Calibration Techniques
PSWI-014	Use of Environmental Monitoring Devices
PSWI-020	Procedure for Issuing Calibration Certificate Reprints
PSWI-024	Opening Incoming Service Orders
PSWI-032	As Found Testing
PSWI-035	Final Certification Entry
PSWI-036	Logging Out an Order
PSWI-044	DI Water Usage

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

METTLER TOLEDO shall plan and implement the monitoring, measurement, analysis and improvement processes needed

- a) to demonstrate conformity to product requirements,
- b) to ensure conformity of the quality management system, and
- c) to continually improve the effectiveness of the quality management system.

This shall include determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring And Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, **METTLER TOLEDO** shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.

8.2.2 Internal Audit

METTLER TOLEDO shall conduct internal audits at planned intervals to determine whether the quality management system

- a) conforms to the planned arrangements (see 7.1), to the requirements of the ISO 9001-2008 standard and to the quality management system requirements established by **METTLER TOLEDO**, and
- b) is effectively implemented and maintained.

An audit program shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

Records of the audits and their results shall be maintained (see 4.2.4)

The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).

8.2.3 Monitoring And Measurement Of Processes

METTLER TOLEDO shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.

8.2.4 Monitoring And Measurement Of Product

METTLER TOLEDO shall monitor and measure the characteristics of the product to verify that product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1).

Evidence of conformity with the acceptance criteria shall be maintained. Records shall indicate the person(s) authorizing release of product (see 4.2.4).

Product release and service delivery shall not proceed until the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 Control Of Nonconforming Product

METTLER TOLEDO shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product shall be defined in a documented procedure.

METTLER TOLEDO shall deal with nonconforming product by one or more of the following ways:

- a) by taking action to eliminate the detected nonconformity (e.g. rework);
- b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
- c) by taking action to preclude its original intended use or application (e.g. reject, scrap, or regrade).
- d) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, shall be maintained (see 4.2.4).

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

8.3.1 Controls For Nonconforming Product

The control of nonconforming product provides for identification, documentation, evaluation, segregation (when practical), disposition of nonconforming product, and for notification to the functions concerned.

8.4 Analysis Of Data

METTLER TOLEDO shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data shall provide information relating to

- a) customer satisfaction (see 8.2.1),
- b) conformity to product requirements (see 7.2.1),
- c) characteristics and trends of processes and products including opportunities for preventive action, and
- d) suppliers.

8.5 Improvement

8.5.1 Continual Improvement

METTLER TOLEDO shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective Action

METTLER TOLEDO shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure shall be established to define requirements for

- a) reviewing nonconformities (including customer complaints),
- b) determining the causes of nonconformities relating to product, process, and quality system,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken (see 4.2.4), and
- f) reviewing the effectiveness of the corrective action taken.

8.5.3 Preventive Action

METTLER TOLEDO shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

A documented procedure shall be established to define requirements for

- a) determining potential nonconformities and their causes,
- b) evaluating the need for action to prevent occurrence of nonconformities,
- c) determining and implementing action needed,
- d) records of results of action taken (see 4.2.4), and
- e) reviewing the effectiveness of the preventive action taken.

8.6 Relevant Corporate Procedure(s) And/Or Form(s)

NP0009	Quality Objectives
NP0017	Handling of Customer Feedback
QP13_01	Control of Nonconforming Product
NP0016	Corrective & Preventive Action Process
NP0012	Training for Internal Quality Auditors
NP0013	Internal Quality Audits
NP0024	Quality Planning
NF0003	Internal Auditor Record
NT0004	Internal Audit Schedule

9.0 REGISTRAR REQUIREMENTS

9.1 Control Of Factored Items

Items supplied or purchased from others outside **METTLER TOLEDO**, and marketed and distributed by **METTLER TOLEDO** under the **METTLER TOLEDO** name without further processing, must be purchased from an ISO 9001 certified supplier, if possible. The

supplier's registered system must be with an accredited registrar. If not possible, one or more of the following applies:

- a) Appropriate steps are taken to demonstrate how the process and inspection control of these items are defined and maintained by the supplier. The requirements of the supplier's quality system are specified and verified. The minimum elements of the system to be considered are: document control, independence of test analysis function, control of nonconforming product, training, equipment calibration, product identification and traceability, inspection and testing, and quality records.
- b) For simple products or products very similar to those manufactured by **METTLER TOLEDO**, the control of the supplied product may be by inspection and test by **METTLER TOLEDO** provided **METTLER TOLEDO** has access to the necessary product specification, and has the testing and inspection capability.
- c) Customers are notified, prior to purchase, that the items come from outside the registered system. This includes catalogs, brochures, quotes, shipping carton, etc.

The ISO 9001 certification and the certificate awarded by BVC (NA) only applies to products and services directly under the control of **METTLER TOLEDO**, and produced according to the documented and approved quality system.

9.2 Use Of Registrar Certificates And Logos

The Certificates of Approval issued by BVC (NA) may be displayed at **METTLER TOLEDO**, or used in any promotional or advertising literature. The Certificates of Approval may only be used to promote the registration of **METTLER TOLEDO**'s quality system. The Certificates of Approval may not be used in any manner that implies products are certified.

The BVC (NA) accredited certification logos issued by BVC (NA) may be displayed at **METTLER TOLEDO**, or used in any promotional or advertising literature. The BVC (NA) accredited certification logos may only be used to promote the registration of **METTLER TOLEDO**'s quality system. The BVC (NA) accredited certification logos may not be used in any manner that implies products are certified or misrepresents the registration awarded. The BVC (NA) accredited certification logo artwork must be reproduced in its entirety including all border lines and shall not be altered in any way without the written consent of the President of BVC (NA), Inc. The BVC (NA) accredited certification logo artwork may be reproduced in any reasonable size or color provided that all details are clearly legible.

The following statement is appropriate when referring to **METTLER TOLEDO**'s ISO 9001 certification in product promotional or advertising literature: "This product was developed, produced and tested in a **METTLER TOLEDO** facility that has been audited and registered according to international (ISO 9001) quality standards".

The Certificates of Approval issued by BVC (NA) and BVC (NA) accredited certification logos remain the property of Bureau Veritas Certification.

	Call Center		Service Repair				Sales Support			Quality	
Interaction of Processes	Service Support	Service Contracts	Ind. Field Service	Lab Field Service	Depot Repair	Pipettes	Rental OE	Product OE	Parts OE	Customer Satisfaction	CaL Lab
Accounting	X	X	X	X	X	X	X	X	X	X	X
IT	X	X	X	X	X	X	X	X	X	X	X
HR/Training	X	X	X	X	X	X	X	X	X	X	X
Lab Cal				X				X		X	X
Sales	X	X	X	X	X	X	X	X	X		X
Lab Field Service	X	X		X	X	X		X	X	X	X
Service Support	X	X	X	X	X	X	X	X	X	X	X
Ind. Field Service	X	X	X		X		X	X	X	X	
Depot Repair	X		X	X	X	X				X	



Accredited Laboratory

A2LA has accredited

METTLER TOLEDO, LLC.

Columbus, OH

for technical competence in the field of

Calibration

This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2005 *General requirements for the competence of testing and calibration laboratories*. This laboratory also meets the requirements of ANSI/NCSLI Z540-1-1994 and R205 – Specific Requirements: Calibration Laboratory Accreditation Program. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system (*refer to joint ISO-ILAC-IAF Communiqué dated 8 January 2009*).



Presented this 27th day of October 2016.

A handwritten signature in blue ink, appearing to read 'J. C. Bunt', positioned above a horizontal line.

Senior Director of Quality and Communications
For the Accreditation Council
Certificate Number 1788.01
Valid to July 31, 2018

For the calibrations to which this accreditation applies, please refer to the laboratory's Calibration Scope of Accreditation.



SCOPE OF ACCREDITATION TO ISO/IEC 17025:2005
& ANSI/NCSL Z540-1-1994

METTLER TOLEDO, LLC
1900 Polaris Pkwy
Columbus, OH 43240
Charles Francis Phone: 614 438 4590

CALIBRATION

Valid To: July 31, 2018

Certificate Number: 1788.01

In recognition of the successful completion of the A2LA evaluation process, accreditation is granted to this laboratory to perform the following calibrations¹:

I. Fluid

Parameter/Equipment	Range	CMC ² (±)	Comments
Mettler Toledo Auto-Titrator Burettes Only ^{3,6} – Volumetric	(0.1 to 1) mL (1 to 5) mL (5 to 10) mL (10 to 20) mL	0.51 µL 3.4 µL 2.0 µL 12 µL	Gravimetric comparison method

II. Mechanical

Parameter/Equipment	Range ⁵	CMC ^{2,4} (±)	Comments
Balances ^{3,6}	0.1 µg to 80 kg Up to 200 lb	0.80D 0.80D	OIML Class E2 weights, OIML Class F1 weights

III. Thermodynamics

Parameter/Equipment	Range	CMC ² (±)	Comments
Mettler Toledo DSC ^{3,6}	(-57 to 419.5) °C (28.75 to 151.8) J/g	0.05 °C 0.05 J/g	Test point based on reference material used
Mettler Toledo TGA ^{3,6}	(156.6 to 1550) °C	0.05 °C	Test point based on reference material used
Mettler Toledo Gravimetric Moisture Analyzers Only ^{3,6} – Halogen	(50 to 160) °C	2.2 °C	Comparison method

¹ This laboratory offers commercial calibration service and field calibration service.

² Calibration and Measurement Capability Uncertainty (CMC) is the smallest uncertainty of measurement that a laboratory can achieve within its scope of accreditation when performing more or less routine calibrations of nearly ideal measurement standards or nearly ideal measuring equipment. CMCs represent expanded uncertainties expressed at approximately the 95 % level of confidence, usually using a coverage factor of $k = 2$. The actual measurement uncertainty of a specific calibration performed by the laboratory may be greater than the CMC due to the behavior of the customer's device and to influences from the circumstances of the specific calibration.

³ Field calibration service is available for this calibration and this laboratory meets A2LA R104 – General Requirements: Accreditation of Field Testing and Field Calibration Laboratories for these calibrations. Please note the actual measurement uncertainties achievable on a customer's site can normally be expected to be larger than the CMC found on the A2LA Scope. Allowance must be made for aspects such as the environment at the place of calibration and for other possible adverse effects such as those caused by transportation of the calibration equipment. The usual allowance for the actual uncertainty introduced by the item being calibrated, (e.g. resolution) must also be considered and this, on its own, could result in the actual measurement uncertainty achievable on a customer's site being larger than the CMC.

⁴ In the calculation of CMC, D is based upon “Readability” of balance and the CMC of reference weights.

⁵ For calibration of balances the “Range” equals the “Readability” of the balance.

⁶ This accreditation includes those field service representatives located in the United States and Canada reporting to METTLER TOLEDO (Lab Division), Columbus, Ohio

⁷ These calibrations are also performed at the Mettler Toledo Satellite Facility located at the location below:

Satellite Laboratory
METTLER TOLEDO, LLC
1150 Dearborn Dr
Worthington, OH 43085
Charles Francis Phone: 614 438 4590

CALIBRATION

I. Mechanical

Parameter/Equipment	Range	CMC ² (±)	Comments
Mass – Fixed Points	0.001 g	0.00046 mg	NIST IR6969 ASTM Class 1 to 6, OIML Classes E2-M3, OIML Class E1 (1 mg to 1 kg), NIST Class F
	0.002 g	0.00046 mg	
	0.005 g	0.00046 mg	
	0.01 g	0.00046 mg	
	0.02 g	0.00046 mg	
	0.05 g	0.00046 mg	
	0.1 g	0.00046 mg	
	0.2 g	0.00046 mg	
	0.5 g	0.00058 mg	
	1, 2 g	0.00081 mg	
	5 g	0.0013 mg	
	10 g	0.0021 mg	
	20 g	0.0032 mg	
	50 g	0.0062 mg	
	100 g	0.0077 mg	
	200 g	0.014 mg	
	500 g	0.029 mg	
	1000 g	0.047 mg	
	2000 g	0.096 mg	
	5 kg	0.24 mg	
	10 kg	0.47 mg	
	20 kg	6.0 mg	
	25 kg	7.6 mg	
	0.001 lb	0.0012 µlb (0.00053 mg)	
	0.002 lb	0.0013 µlb (0.00061 mg)	
	0.005 lb	0.0026 µlb (0.0012 mg)	
	0.01 lb	0.0051 µlb (0.0023 mg)	
	0.02 lb	0.0068 µlb (0.0031 mg)	
	0.05 lb	0.016 µlb (0.0071 mg)	
	0.1 lb	0.032 µlb (0.014 mg)	
	0.2 lb	0.044 µlb (0.020 mg)	
	0.5 lb	0.099 µlb (0.045 mg)	
	1 lb	0.17 µlb (0.074 mg)	
	2 lb	0.25 µlb (0.11 mg)	
	5 lb	1.2 µlb (0.51 mg)	
	10 lb	2.9 µlb (1.3 mg)	
	25 lb	17 µlb (7.4 mg)	
	50 lb	27 µlb (12 mg)	

Parameter/Equipment	Range	CMC ² (±)	Comments
Mass – Fixed Points (cont)	1/32 oz 1/16 oz 1/8 oz 1/4 oz 1/2 oz 1 oz 2 oz 4 oz 8 oz	0.000 000 026 oz (0.00074 mg) 0.000 000 036 oz (0.0010 mg) 0.000 000 064 oz (0.0018 mg) 0.000 000 12 oz (0.0033 mg) 0.000 000 26 oz (0.0072 mg) 0.000 000 31 oz (0.0086 mg) 0.000 000 50 oz (0.014 mg) 0.000 001 3 oz (0.037 mg) 0.000 001 6 oz (0.045 mg)	NIST Handbook 145 ASTM Class 1 to 6, OIML Classes E2- M3, OIML Class E1 (1 mg to 1 kg), NIST Class F

II. Thermodynamics

Parameter/Equipment	Range	CMC ² (±)	Comments
Rueger Bi-metal Dial Thermometer	(50 to 160) °C	1.0 °C	Mettler Toledo & Ohaus brand halogen test kits convection emersion

¹ This laboratory offers commercial calibration service.

² Calibration and Measurement Capability Uncertainty (CMC) is the smallest uncertainty of measurement that a laboratory can achieve within its scope of accreditation when performing more or less routine calibrations of nearly ideal measurement standards or nearly ideal measuring equipment. CMCs represent expanded uncertainties expressed at approximately the 95 % level of confidence, usually using a coverage factor of $k = 2$. The actual measurement uncertainty of a specific calibration performed by the laboratory may be greater than the CMC due to the behavior of the customer's device and to influences from the circumstances of the specific calibration.



Accredited Laboratory

A2LA has accredited

METTLER TOLEDO, LLC

Mississauga, Ontario, CANADA

for technical competence in the field of

Calibration Testing

This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2005 *General requirements for the competence of testing and calibration laboratories*. This laboratory also meets the requirements of any additional program requirements in the Calibration field. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system (refer to joint ISO-ILAC-IAF Communiqué dated 8 January 2009).



Presented this 25th day of March 2015.

A handwritten signature in black ink, appearing to be 'L. Sen', written over a horizontal line.

President and CEO
For the Accreditation Council
Certificate Number 1788.02
Valid to March 31, 2017
Revised January 20, 2017

For the tests or types of tests to which this accreditation applies, please refer to the laboratory's «field» Scope of Accreditation.



SCOPE OF ACCREDITATION TO ISO/IEC 17025:2005
& ANSI/NCSL Z540-1-1994

METTLER TOLEDO, LLC
2915 Argentia Road, Unit 6
Mississauga, Ontario, CANADA L6L 6W1
Charles Francis Phone: 614 428 4511

CALIBRATION

Valid To: March 31, 2017

Certificate Number: 1788.02

In recognition of the successful completion of the A2LA evaluation process, accreditation is granted to this laboratory to perform the following calibrations¹:

I. Fluid Quantities

Parameter/Equipment	Range	CMC ² (±)	Comments
Pipettes, Fixed Points	2 µL 10 µL 20 µL 100 µL 200 µL 1000 µL 2000 µL 5000 µL 10 000 µL 20 000 µL	0.016 µL 0.022 µL 0.044 µL 0.26 µL 0.38 µL 2.2 µL 3.5 µL 7.1 µL 14 µL 23 µL	Gravimetric method

¹ This laboratory offers commercial calibration service.

² Calibration and Measurement Capability Uncertainty (CMC) is the smallest uncertainty of measurement that a laboratory can achieve within its scope of accreditation when performing more or less routine calibrations of nearly ideal measurement standards or nearly ideal measuring equipment. CMCs represent expanded uncertainties expressed at approximately the 95 % level of confidence, usually using a coverage factor of $k = 2$. The actual measurement uncertainty of a specific calibration performed by the laboratory may be greater than the CMC due to the behavior of the customer's device and to influences from the circumstances of the specific calibration.



American Association for Laboratory Accreditation

Accredited Laboratory

A2LA has accredited

METTLER TOLEDO (INDUSTRIAL)

Columbus, OH

for technical competence in the field of

Calibration

This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2005 *General requirements for the competence of testing and calibration laboratories*. This laboratory also meets the requirements of ANSI/NCSL Z540-1-1994 and any additional program requirements in the field of calibration. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system (refer to joint ISO-ILAC-IAF Communiqué dated 8 January 2009).

Presented this 12th day of May 2015.



A handwritten signature in black ink, reading "Peter Meyer".

President & CEO
For the Accreditation Council
Certificate Number 1902.01
Valid to April 30, 2017

For the calibrations to which this accreditation applies, please refer to the laboratory's Calibration Scope of Accreditation.



SCOPE OF ACCREDITATION TO ISO/IEC 17025:2005
& ANSI/NCSL Z540-1-1994

METTLER TOLEDO (INDUSTRIAL)
1900 Polaris Parkway
Columbus, OH 43240
Frank Gardone Phone: 412 213 2263

CALIBRATION

Valid To: April 30, 2017

Certificate No: 1902.01

In recognition of the successful completion of the A2LA evaluation process, accreditation is granted to this laboratory to perform the following calibrations^{1, 5}:

I. Mechanical

Parameter/Range	Minimum Tested Capacity ⁴	CMC ² (±)	Comments
Scales ³ – Class I (0 to 300) g	100 %	0.1 mg	ASTM 1

Parameter/Range	Minimum Tested Capacity ⁴	CMC ² (±)	Comments
Scales ³ – (cont)			
Class II			
(0 to 100) g	100 %	0.34 mg	OIML F1, ASTM 2
(0 to 200) g	100 %	0.67 mg	
(0 to 500) g	100 %	1.2 mg	
(0 to 1000) g	100 %	0.006 g	
(0 to 2000) g	100 %	0.0012 g	OIML M1, ASTM 4
(0 to 5000) g	100 %	0.029 g	or Class F
(0 to 10 000) g	100 %	0.06 g	
(0 to 32 000) g	100 %	0.15 g	ASTM 4
(0 to 64 000) g	100 %	0.7 g	
(0 to 150 000) g	100 %	3 g	
Class III			
(0 to 5) lb	100 %	0.00036 lb	Class F
(0 to 10) lb	100 %	0.0009 lb	
(0 to 20) lb	100 %	0.0018 lb	
(0 to 50) lb	100 %	0.0044 lb	
(0 to 100) lb	100 %	0.009 lb	
(0 to 200) lb	100 %	0.018 lb	
(0 to 500) lb	25 %	0.035 lb	
Class III			
(0 to 1000) lb	25 %	0.07 lb	
(0 to 5000) lb	12.5 %	0.29 lb	
(0 to 10 000) lb	12.5 %	0.7 lb	
(0 to 20 000) lb	12.5 %	1.2 lb	
(0 to 40 000) lb	12.5 %	2.9 lb	
Class IIIL			
(0 to 200 000) lb	12.5 %	12 lb	
(0 to 450 000) lb	30 000 lb	58 lb	Railway track scale

Parameter/Range	Minimum Tested Capacity ⁴	CMC ² (±)	Comments
Scales ³ – (cont)			
Class IV			
(0 to 100) lb	100 %	0.012 lb	Class F
(0 to 500) lb	75 %	0.58 lb	
(0 to 5000) lb	50 %	5.8 lb	
(0 to 10 000) lb	50 %	58 lb	
Class III			
(0 to 5) kg	100 %	0.0012 kg	OIML M1
(0 to 10) kg	100 %	0.0023 kg	
(0 to 25) kg	100 %	0.057 kg	
(0 to 50) kg	100 %	0.012 kg	
(0 to 150) kg	100 %	0.023 kg	
(0 to 250) kg	75 %	0.057 kg	
(0 to 500) kg	75 %	0.12 kg	
(0 to 2500) kg	50 %	0.57 kg	
(0 to 5000) kg	50 %	1.2 kg	
(0 to 10 000) kg	50 %	2.3 kg	
(0 to 20 000) kg	12.5 %	5.7 kg	
	50 %	12 kg	By substitution
Class IIIL			
(0 to 25 000) kg	12.5 %	5.7 kg	OIML M1
	50 %	11 kg	
(0 to 50 000) kg	12.5 %	12 kg	
	25 %	24 kg	
(0 to 100 000) kg	12.5 %	23 kg	
Class IV			
(0 to 50) kg	100 %	0.012 kg	By substitution
(0 to 250) kg	75 %	0.57 kg	
(0 to 2500) kg	50 %	5.7 kg	
(0 to 5000) kg	50 %	29 kg	

¹ This laboratory offers commercial calibration service and field calibration service

² Calibration and Measurement Capability Uncertainty (CMC) is the smallest uncertainty of measurement that a laboratory can achieve within its scope of accreditation when performing more or less routine calibrations of nearly ideal measurement standards or nearly ideal measuring equipment. CMCs represent expanded uncertainties expressed at approximately the 95 % level of confidence, usually using a coverage factor of $k = 2$. The actual measurement uncertainty of a specific calibration performed by the laboratory may be greater than the CMC due to the behavior of the customer's device and to influences from the circumstances of the specific calibration.

³ Field calibration service is available for this calibration and this laboratory meets A2LA R104 – *General Requirements: Accreditation of Field Testing and Field Calibration Laboratories* for these calibrations. Please note the actual measurement uncertainties achievable on a customer's site can normally be expected to be larger than the CMC found on the A2LA Scope. Allowance must be made for aspects such as the environment at the place of calibration and for other possible adverse effects such as those caused by transportation of the calibration equipment. The usual allowance for the actual uncertainty introduced by the item being calibrated, (e.g. resolution) must also be considered and this, on its own, could result in the actual measurement uncertainty achievable on a customer's site being larger than the CMC.

⁴ Minimum testing as required in accordance with NIST Handbook 44, Table 4.

⁵ This accreditation includes those field service representatives located in the United States and Canada reporting to Mettler Toledo (Industrial), Columbus, OH.

