



## **CVR Division**

March 2014



# Agenda

- Background
- Why CVR
- Services
- How we operate
- Credentials
- Our clients
- Quality Management Framework



# Background

A division of ReComS Group operational since 2006 focused on providing on-site and off-site instrument calibration and preventive maintenance services to the food and healthcare industry as well as other industry sectors.



# Why CVR

- Outsourcing has fundamentally changed the business landscape for many companies around the world.
- In order to improve profitability while delivering both quality and value, companies often find themselves looking for ways to control costs and make the most of valuable resources.
- Instrument calibration is well suited for outsourcing
- While the investment, complexity and risk associated with calibration continue to increase, a custom outsource solution like **CVR** can deliver cost efficiencies, quality control systems and expertise for your organization.
- **CVR** is a multi-sector service provider with a proven track record in delivering value and higher quality at lower costs.



# Services

- Calibration/PM services in the following categories
  - Dimensional
  - Pressure
  - Torque and force
  - Level
  - Temperature/Humidity
  - Weighing
  - Electrical
  - Flow (gas, liquid)
  - Analytical Laboratory devices
- Management of Customer's Calibration/PM tickler system
- Support in the management of OOT incidences (through the ReComS Regulatory Compliance division)
- Troubleshooting support



# Operational Model

- Assessment of client's calibration program to evaluate potential opportunities.
- On-site services
  - CVR technicians provide on-site service through scheduled/unscheduled service calls
  - Resident CVR technicians on-site on client's request
- Off-site services
  - CVR technicians transfer instruments from site to CVR facilities or ship to external supplier for calibration/PM.
  - Packaging of the instruments is done on site in collaboration with client personnel. Each instrument packaged individually.
  - CVR has a preferred carrier for shipping to minimize opportunity for deviations/incidents due to handling/transportation.
- Lead-times
  - 24/7 emergency service calls
  - Routine calibrations/PM lead-times customized to client needs and addressed within service agreement



# Operational Model

- Execute calibration processes to customer specs and tests in accordance with the customer's procedures.
- Meet with Site Leaders to understand the overall instrumentation program and instrument specs.
- Provide, on request, calibration data or results before leaving the customer site.
- Assess and recommend operational practices to minimize equipment downtime.



# Credentials

- Full time technical staff with relevant education
  - BS in Physics applied to electronics
  - BS Industrial Engineering
  - Associate Degrees in Electronics
  - Associate Degrees in Industrial Electricity with PLC Systems
- 40+ years combined experience in industry in related fields





# Our Clients

- Medtronic PR operations.
- Pall
- Microsoft
- AAA
- McNeil
- Pfizer
- Perkin Elmer
- Hewlett Packard
- Administracion Servicios Medicos
- Novartis
- I&E, Inc.



# Quality Management Framework

- CVR operates in compliance with
  - cGMP's
  - ISO/IEC 17025
  - NIST traceable standards
  - NCCLS
  - ANSI
  - Internal Standard Operating Procedures (SOP's)
- CVR is regularly audited by clients with satisfactory outcomes
- CVR is a member of NCSL International- through this venue CVR has access to current guidelines and procedures ([www.ncsli.org](http://www.ncsli.org))
- CVR receives periodic electronic publications from NIST ([www.nist.gov](http://www.nist.gov)) with anticipated changes to regulations, standards, procedures, etc.



# Quality Management Framework

- Data management
  - Pro Cal software for the management of technical data, raw data and service certificates.
    - All service certificates are electronically archived with a record retention period of 7 years.
    - Data trending conducted and available to clients on request.
  - Tiger Paw software for the management of administrative data, such as PO's, equipment log-in/log-out, equipment status.
    - Equipment status tracking and monitoring- periodic reports available to clients on request.



# Quality Management Framework

- Personnel training
  - All technicians undergo full training on applicable Operating Procedures prior to execution of tasks
- Procedures
  - CVR operates within the boundaries of a Quality Manual and supporting SOP's which have a 2 year review period
- Quality Oversight
  - CVR operates with oversight and Quality guidance from the ReComS Regulatory and Compliance Group