

Metrology Laboratory Name

20XX

Management Review

Date and Time

ATTENDEES

BOSS

BOSS'S BOSS

IT DEPARTMENT LEAD

LEGAL

HUMAN RESOURCES

METROLOGIST 1, 2 AND 3

METROLOGY LAB MANAGER

QUALITY MANAGER

AGENDA

1. **Welcome and Overview of Management Review**
2. **Executive Summary**
3. **Changes & Highlights in the Past Year**
4. **Laboratory Goals**
5. **Laboratory Challenges**
6. **Suitability of Policies and Procedures**
Quality manual system documentation and improvement opportunities
7. **Reports**
Previous management reviews, internal audits, corrective actions, external assessments.
8. **Workload**
Summary of work volume, type, changes, trends, Workload Survey Results
9. **Customer and Personnel Feedback**
Quantity, Trends, Corrective Actions
10. **Other Relevant Factors**
Resource adequacy, risk identification, PT results, fee comparison
11. **Management Review Outputs**
Decisions & actions related to quality management system & process effectiveness; improvements related to implementation of recognition standards.
12. **Closing, Questions & Comments**

EXECUTIVE SUMMARY

YOU CAN TYPE A FEW SENTENCES ON
THE SLIDE OR GIVE A HANDOUT



CHANGES & HIGHLIGHTS

Change or Highlight

- Explanation

Change or Highlight

- Explanation

Change or Highlight

- Explanation

LABORATORY GOALS

Include both long term and short-term goals. This is an opportunity for discussion on resources, needs and expectations from both the lab and management.

LABORATORY CHALLENGES

Explain challenges
Propose Solutions

SUITABILITY OF POLICIES & PROCEDURES



QUALITY MANUAL UPDATES

Update any
changes made to
the Quality Manual,
SAPs, Procedures

If something isn't
meeting
requirements,
discussion here



Reports



INTERNAL AUDITS

<i>Audit Type (List All Audits from the Year)</i>
Safety Audit
Technical Audit
17025 Quality Audit

INTERNAL AUDITS



**SAFETY
FIRST**

Audit Type	Outcome	Actions Needed	Action Status
Safety Audit	Complete	Implement Safety Training More Often	PENDING

INTERNAL AUDITS



Audit Type	Outcome	Actions Needed	Action Status
Technical Audit	Complete	3 performed – no nonconformities New audit form being used. No actions needed	

INTERNAL AUDITS



Audit Type	Outcome	Actions Needed	Action Status
17025 Quality Audit	Complete	None	

PREVIOUS EXTERNAL ASSESSMENT

From Previous Recognition Letter (Outcome, Status of Actions (Corrective & Improvement), Evaluation of Effectiveness)

Description	Corrective Action Status	Evaluation of Effectiveness
List any Nonconformities	Status	Effectiveness Description



EXTERNAL ASSESSMENTS - NVLAP

Our NVLAP accreditation has been renewed

We anticipate our on-site assessment in March 2026

WORKLOAD SUMMARY



WORKLOAD BY ARTIFACTS

CALIBRATION TOTALS

FY2010 – 20,305
FY2011 – 18,654
FY2012 – 21,011
FY2013 – 21,172
FY2014 – 20,694
FY2015 – 23,391
FY2016 – 21,650
FY2017 – 26,200
FY2018 – 23,706
FY2019 – 22,959
FY2020 – 12,688
FY2021 – 19,917
FY2022 – 20,127
FY2023 – 21,209
FY 2024 – 23,708

Number of Calibrations



FY 2025 – 22,565

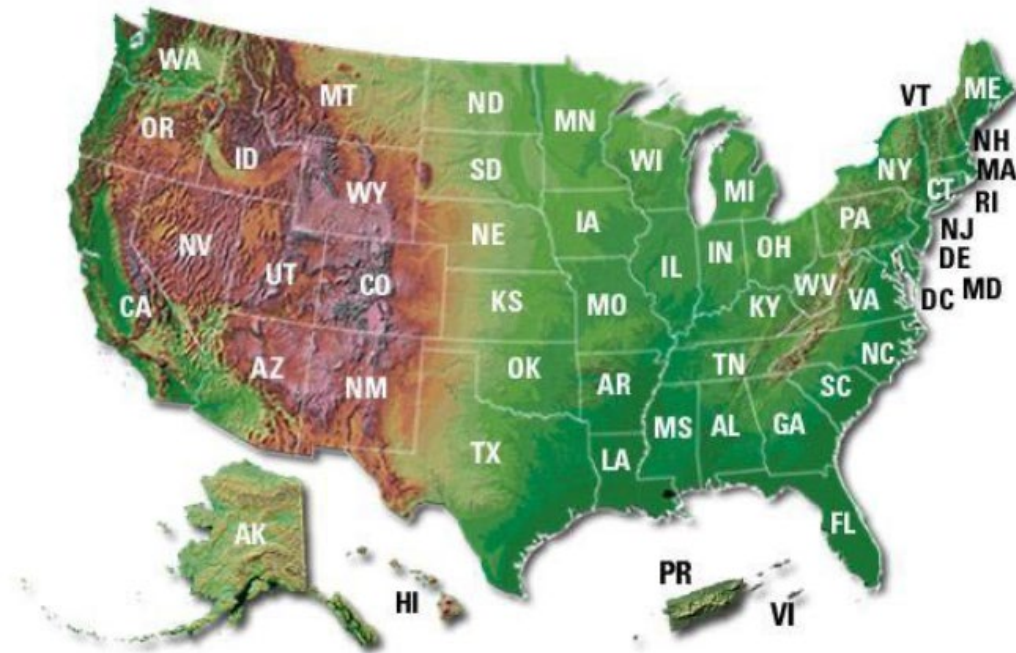
Total Devices Charged – 17,913

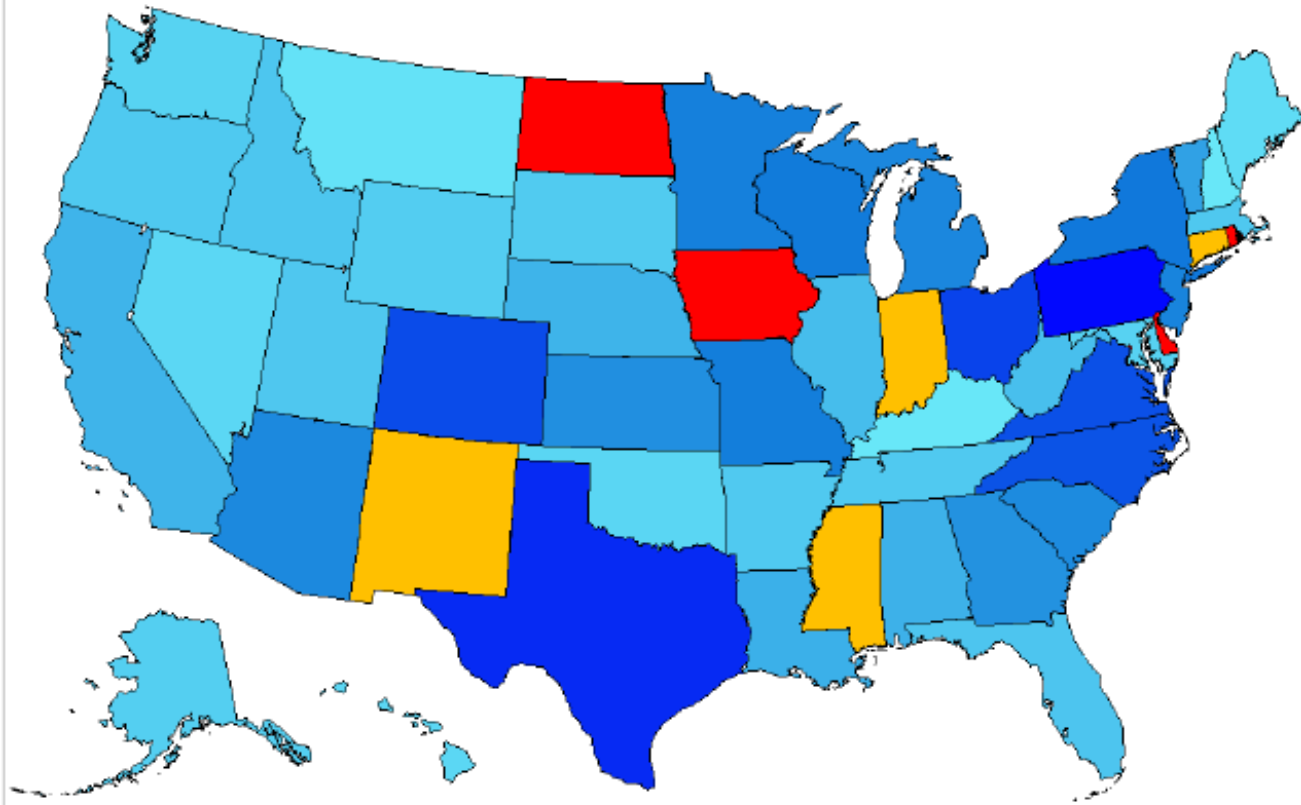
Total Devices NOT Charged – 4,652

1142

2024

State Laboratory Program Workload Survey





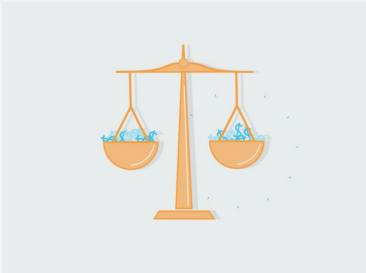
Total Devices

0 12534.5 25069

PA	25069	OR	3495
TX	21349	TN	3470
OH	18578	AR	3431
CO	17747	SD	3221
VA	17129	WY	3033
NC	16867	AK	2784
NY	12742	MD	2405
WI	12373	WA	2355
MO	12051	OK	2008
MN	11801	HI	1846
NJ	11442	NV	1814
MI	10995	ME	1237
AZ	10835	MT	599
SC	10631	KY	48
KS	10151	NH	0
GA	9828	CT	No Data
VT	8000	IN	No Data
LA	6357	MS	No Data
AL	6194	NM	No Data
NE	5916	DE	Closed
CA	5850	IA	Closed
IL	4833	LA County	Closed
WV	4603	ND	Closed
FL	3882	PR	Closed
ID	3844	RI	Closed
UT	3629		
MA	3610		

COST RECOVERY FY 26

Total Amount Charged	Total Unpaid
\$454,976.00	\$6,830
Total Received	\$447,966.00



CUSTOMER FEEDBACK

39 *CUSTOMER SURVEYS*
0 *COMPLAINTS*



Customer Survey Results

(if there were positive comments you can dedicate slides to those good reviews)

Question	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)	Weight Average
Was request for services scheduled promptly?			2	4	33	4.79
Was lab staff easily reached?			1	1	37	4.92
Were questions, calls, & emails returned timely?				2	37	4.94
Was staff professional, courteous, & helpful?				3	36	4.92
Were calibrations completed timely?				1	38	4.97
Were items packaged right for return?	This is a Yes or No question. Surveys were all YES or N/A					
Is the Calibration Certificate understandable?				2	37	4.94
Did the quality of work meet expectations?			1	2	36	4.89
How would you rate your overall satisfaction?			1	2	35	4.89
How likely are you to recommend the lab?			1	2	36	4.89

39 CUSTOMER SURVEYS RETURNED



PROFICIENCY TESTING SUMMARY

Volume Transfer, 5
gal Prover

Status: All
participating lab
staff passed

Mass III, Avoirdupois
Kit

- Status: All participating
lab staff passed

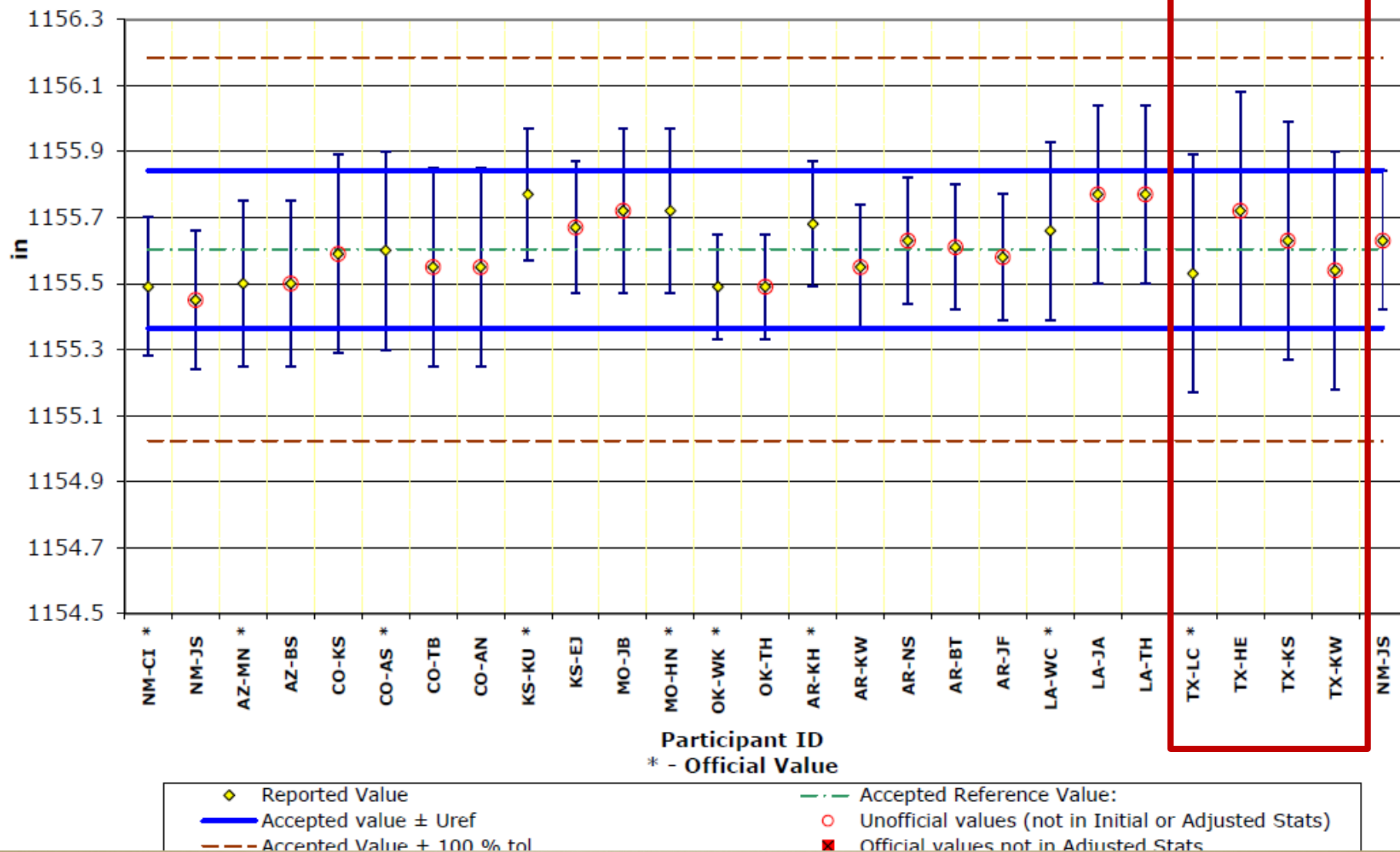
Mass III, 50 lb
Weight

- Status: All participating
lab staff passed



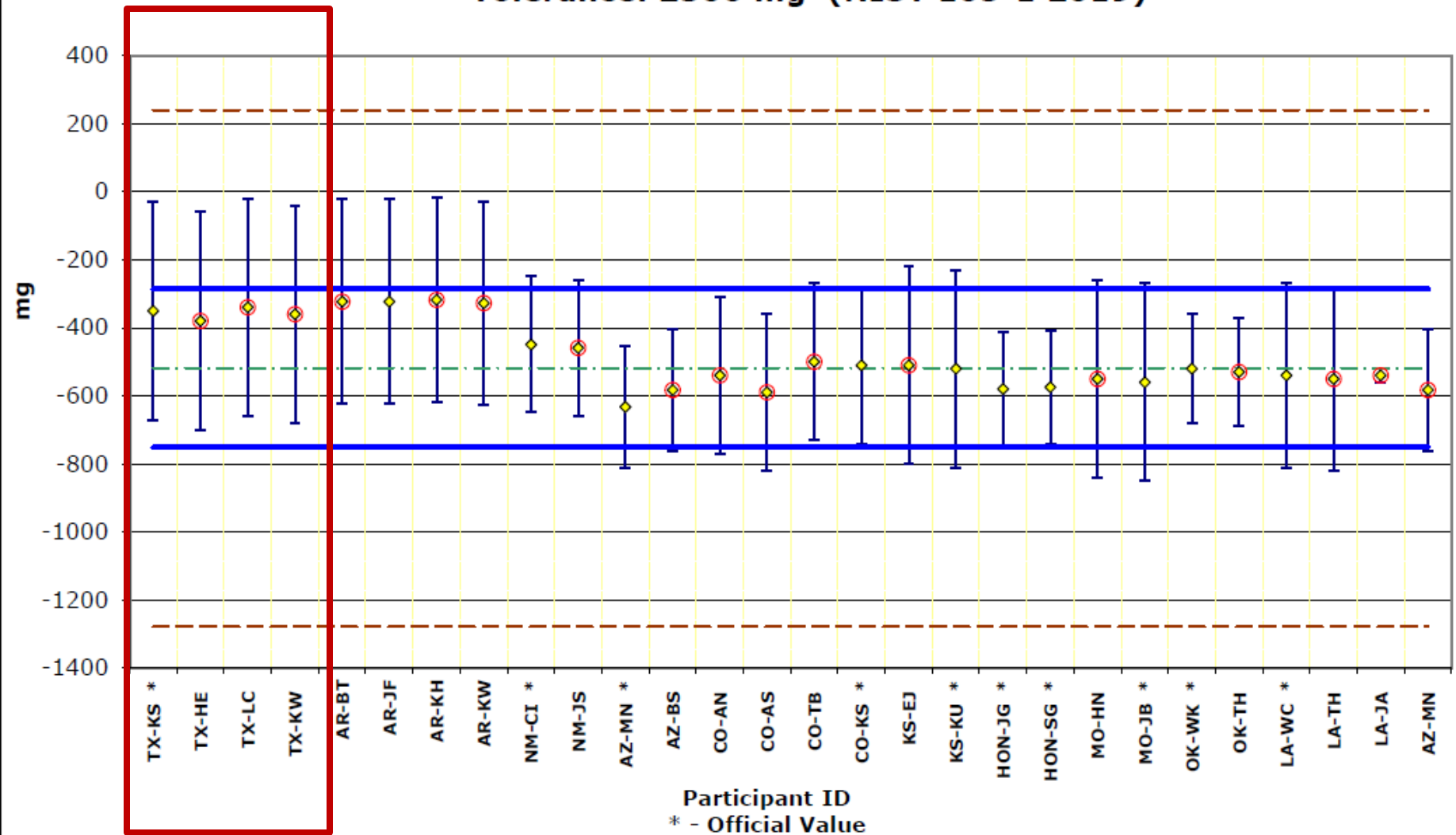
PT ID: SWAP-25-VT-US-01
2025 SWAP, 5 gal VT
5 gal TM

Accepted value: 1,155.60 in $\pm$ 0.24 in (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 0.58 in (NIST HB 105-3)



PT ID: SWAP-25-MIII-US-02
2025 SWAP, 50 lb Cast Iron
TDA 37

Accepted value: $-518.88 \text{ mg} \pm 232.39 \text{ mg}$ (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 2300 mg (NIST 105-1 2019)



◆ Reported Value

— Accepted value $\pm$ Uref

--- Accepted Value $\pm$ 33 % tol

--- Accepted Reference Value:

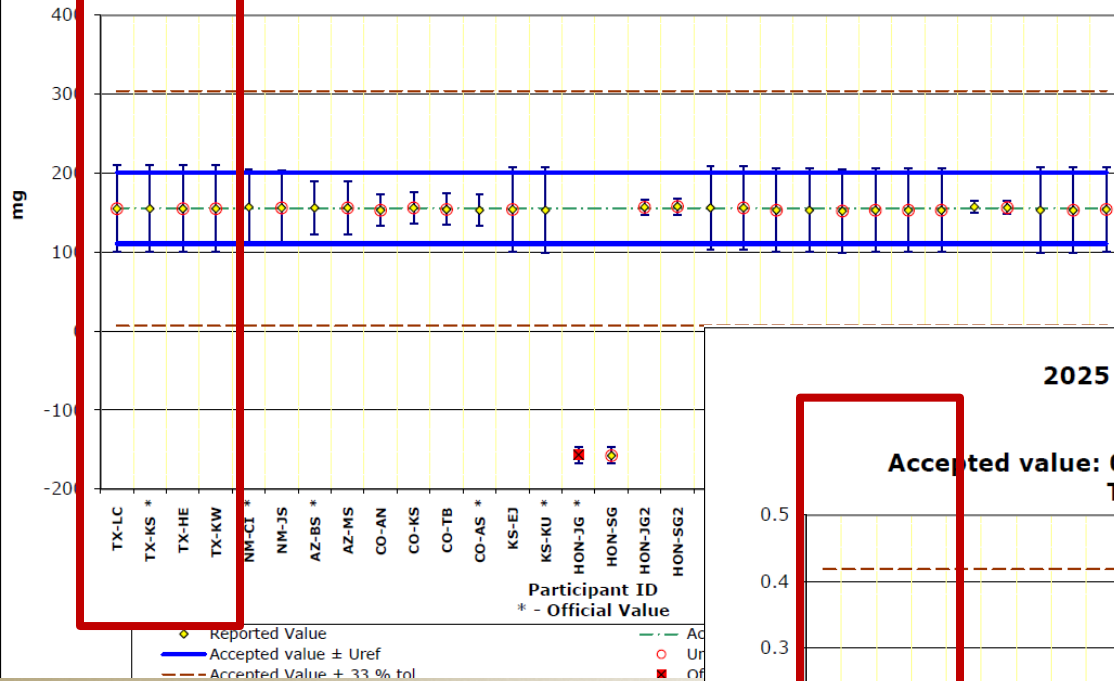
○ Unofficial values (not in Initial or Adjusted Stats)

■ Official values not in Adjusted Stats

PT ID: 1F6H

2025 SWAP, Avoirdupois Kit 10 lb to 0.001 lb
Data (10lb)

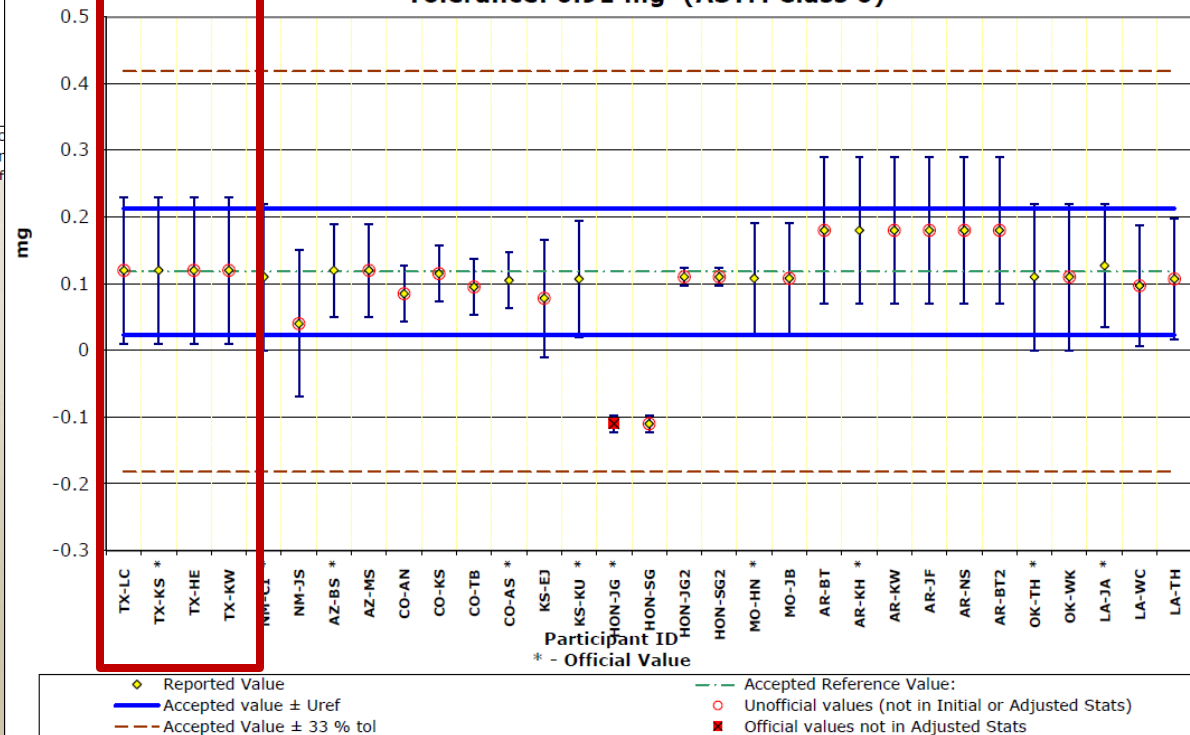
Accepted value: 155.5 mg $\pm$ 44.9 mg (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 450 mg (ASTM Class 6)



PT ID: 1F6H

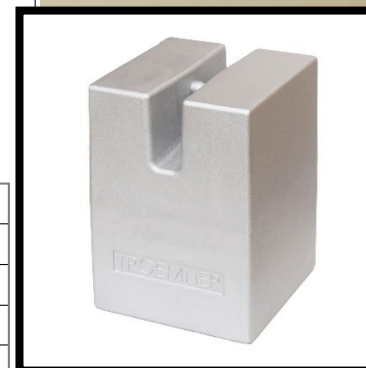
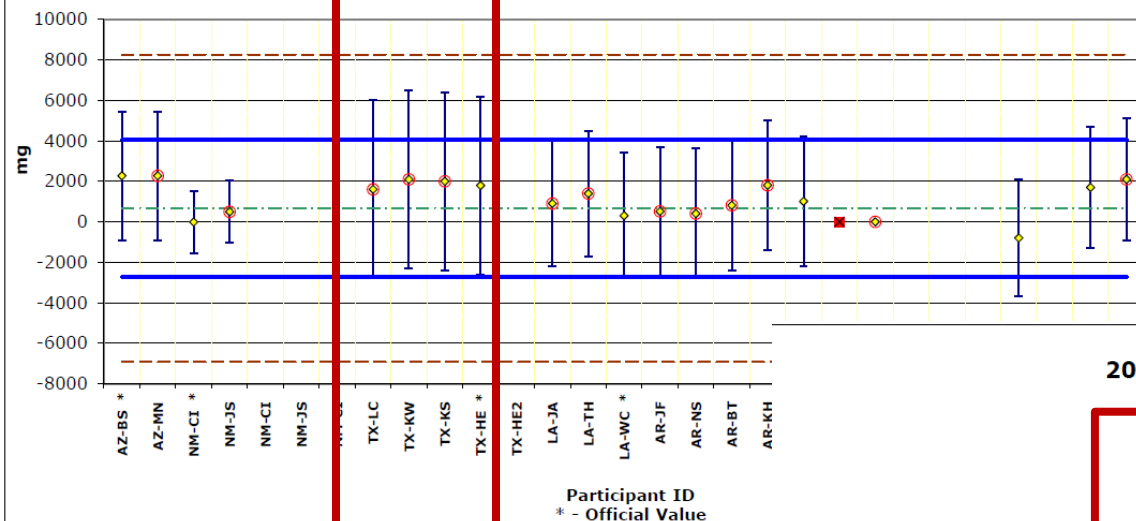
2025 SWAP, Avoirdupois Kit 10 lb to 0.001 lb
Data (0.001 lb)

Accepted value: 0.1181 mg $\pm$ 0.0947 mg (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 0.91 mg (ASTM Class 6)



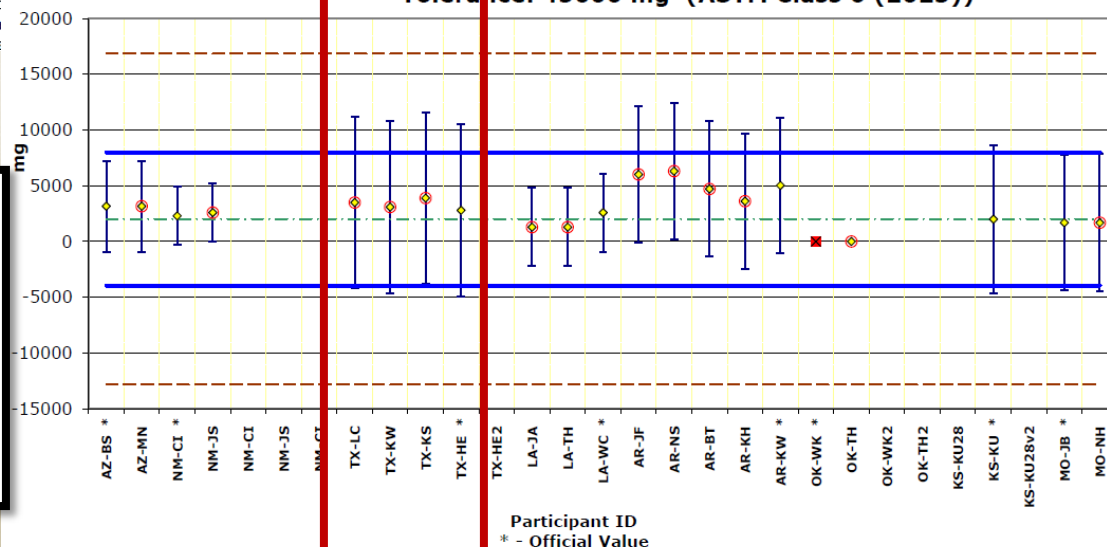
PT ID: NAT-24-MI/MII/MIII-US-01
2024 National, 500 lb SS weights (2)
V1 (Conv. Mass)
vs. Class F MPE (23000 mg)
(Echelon III)

Accepted value: 1,060 mg $\pm$ 321 mg (NIST-19)
Tolerance: 23000 mg (HB 105-1(1990))



PT ID: NAT-26-MI/MII/MIII-US-01
2026 (Interim) National (SWAP), 500 lb SS weights (2)
V1 + V2
(Conv. Mass Correction)
1000 lb
(Echelon III)

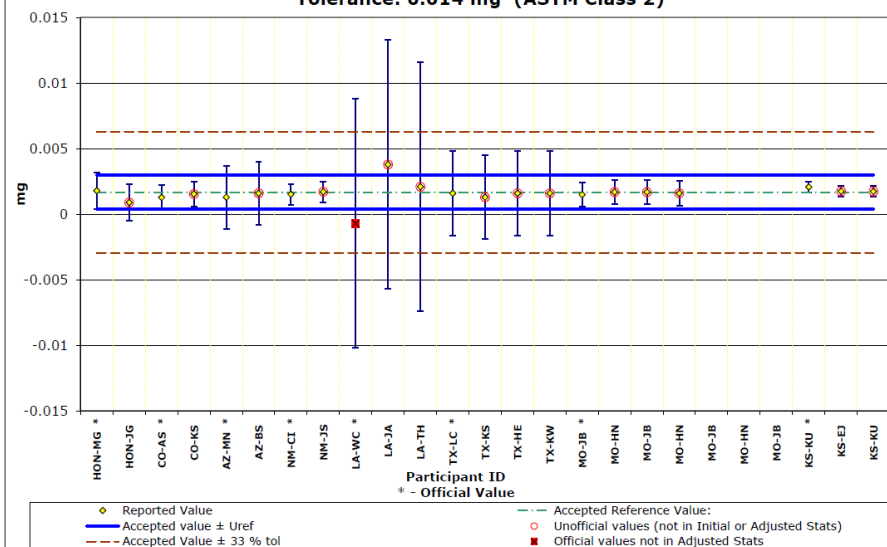
Accepted value: 2,040 mg $\pm$ 5,980 mg (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 45000 mg (ASTM Class 6 (2023))



ECHELON II PROFICIENCY TEST

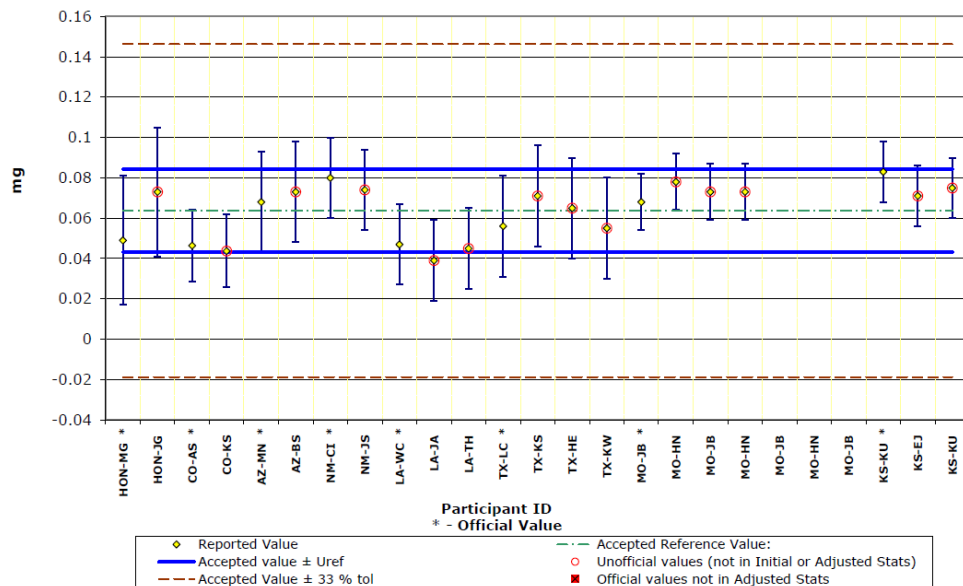
PT ID: SWAP-24-MII-M-01
2025 (Addendum) SWAP, Mass II RLWS kit 1F6B
2mg *

Accepted value: $0.0017 \text{ mg} \pm 0.0013 \text{ mg}$ (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 0.014 mg (ASTM Class 2)



PT ID: SWAP-24-MII-M-01
2025 (Addendum) SWAP, Mass II RLWS kit 1F6B
50g *

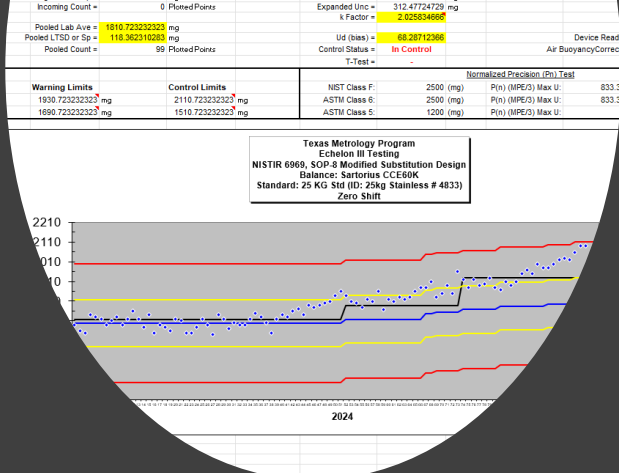
Accepted value: $0.064 \text{ mg} \pm 0.021 \text{ mg}$ (Wt'd Mean $\pm$ Trm'd Avg U)
Tolerance: 0.25 mg (ASTM Class 2)





2027
UPCOMING
PROFICIENCY
TESTS





EQUIPMENT
PURCHASED IN
LAST YEAR





EQUIPMENT
PROPOSED TO
PURCHASE
NEXT YEAR





TRAINING

(PROFESSIONAL COMPETENCY)

TRAINING RECEIVED IN THIS YEAR

Lab Manager

List All Training
Received

Metrologist 1

List All Training
Received

Metrologist 2

List All Training
Received

Metrologist 3

List All Training
Received

Metrologist 4

List All Training
Received

TRAINING REQUESTED FOR NEXT YEAR

Lab Manager

List All Training
Received

Metrologist 1

List All Training
Received

Metrologist 2

List All Training
Received

Metrologist 3

List All Training
Received

Metrologist 4

List All Training
Received



RISK MANAGEMENT SUMMARY

LAB'S TOP 5 RISKS FOR THE YEAR

Top 5 Risks Identified

Comments

Risk 1

Explanation; Proposed Solutions

Risk 2

Explanation; Proposed Solutions

Risk 3

Explanation; Proposed Solutions

Risk 4

Explanation; Proposed Solutions

Risk 5

Explanation; Proposed Solutions



What
questions
do you
have?