

HuaZhen Luo

From: kwangquek_lee@venture.com.sg
Sent: Thursday, 23 July, 2020 10:35
To: HuaZhen Luo
Cc: 'Sheliyan Sathivelu'; 'Roger Lim Chin Kia'; Jenny Lee; Edwin Koh
Subject: [EXT] RE: Calibration report review
Attachments: WATERS (PCBA)_2020_JULY_MY44015802.pdf

ATTENTION: This email originated from outside of the organization. Please do not open any attachments or click any links unless you recognize the sender and know the content is safe.

Hi HuaZhen,

Equipment calibration carried out by Micro Precision and all other calibration house be it onsite or offsite calibration, I will verify the below mention:

- 1) For Onsite -> Once calibration is carried out, I will verify equipment calibration sticker for Serial number, calibration date and due date against our Calibration Master List, if found any issue, I will inform the calibration Technician to correct it immediately. *Please refer to below photo for calibration sticker.*
-> After we received the calibration report from calibration house, I will check the calibration report to ensure that the Serial number, calibration date and due date tally with Calibration Master List. Also our Engineer have to verify the Calibration Report and sign off. *Please refer to below photo for Calibration report.*

Cal sticker



Cal report

MICRO PRECISION
MICRO PRECISION CALIBRATION PTE LTD
BLOCK 5005 ANG MO KIO AVENUE 5 #07-02/03
TECHPLACE II SINGAPORE 569874
65 67484384

Certificate of Calibration

ilac-MRA ANAB
ACCREDITED
CALIBRATION LABORATORY
AC-1363.15

Cert No. 551220083692053

Date: Jul 6, 2020
Customer: WATERS PACIFIC PTE LTD
1 SCIENCE PARK ROAD #02-08 THE CAPRICORN
SINGAPORE SCIENCE PARK II
SINGAPORE 117528

Work Order #: SG-11014718

MPC Control #:	MY44015802	Serial Number:	MY44015802
Asset ID:	N/A	Department:	N/A
Gage Type:	FUNCTION / ARBITRARY WAVEFORM GENERATOR	Performed By:	DIVIEERNRAJ CHANDRAN
Manufacturer:	AGILENT	Received Condition:	IN TOLERANCE
Model Number:	33220A	Returned Condition:	IN TOLERANCE
Size:	N/A	Cal. Date:	July 03, 2020
Temp/RH:	24.4°C / 49.0%	Cal. Interval:	12 MONTHS
Location:	Calibration performed at Customer's facility	Cal. Due Date:	July 03, 2021

Calibration Notes:
Performance Tests Passed. See attached data (3 Pages).
Calibration performed at GES SINGAPORE PTE LTD.

- 2) For offsite -> When I received the equipment, I will check the equipment calibration sticker and calibration report is tally with Calibration Master List. Our Engineer have to verify the Calibration Report and sign off. *Refer to sign off copy by our Engineer.*

MICRO PRECISION
 3000-CHINESE-CHARACTER-DRIVEN-VEHICLE
 BLOCK 508, AND 509, AVENUE 5 487-0353
 TECHPLACE 2 SINGAPORE 388774
 65 8748554

iiac-MRA ANAB
 1111111111
 1111111111

Certificate of Calibration
 Cert No. 551220083892053

Date: Jul 6, 2020
 Customer: WATERS PACIFIC PTE LTD
 1 SCIENCE PARK ROAD #02-08 THE CARRICOON
 SINGAPORE SCIENCE PARK 3
 SINGAPORE 117528

Work Order #: SG-11014718
 Serial Number: MY44015802
 Department: N/A
 Performed By: DIVIEERNRAJ CHANDRAN
 Received Condition: IN TOLERANCE
 Returned Condition: IN TOLERANCE
 Cal. Date: July 03, 2020
 Cal. Interval: 12 MONTHS
 Cal. Due Date: July 03, 2021

MPC Control #: MY44015802
 Asset ID: N/A
 Gage Type: FUNCTION / ARBITRARY WAVEFORM GENERATOR
 Manufacturer: AGILENT
 Model Number: 33220A
 Size: N/A
 Temp/Humidity: 24.4°C / 49.0%
 Location: Calibration performed at Customer's facility

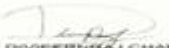
Calibration Notes:
 Performance Tests Passed. See attached data (3 Pages).
 Calibration performed at GES SINGAPORE PTE LTD.

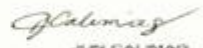
Standards Used to Calibrate Equipment

ID	Description	Model	Serial	Manufacturer	Cal. Due Date	Traceability #
CA2201	20MHz UNIVERSAL COUNTER	53132A	MY90004745	AGILENT	May 4, 2021	551220083553145
CA2202	AVERAGE POWER SENSOR	68000A	MY102110009	AGILENT	May 25, 2021	1-1200000174011
CA2203	POWER METER	64410B	0849311500	AGILENT	Sep 14, 2020	551220083236824
CA2204	MULTIMETER	3456A	2823A13788	HEWLETT PACKARD	Sep 03, 2020	551220083192129

Procedures Used in this Event

Procedure Name	Description
AGILENT 33220A Rev. 4	20 MHz Waveform Generator, Agilent 33220A, Edition 4, May-01-2012

Calibrating Technician: 
 DIVIEERNRAJ CHANDRAN

QC Approval: 
 JUI CALMAS

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 (CERT, Rev 7)

For 12/07/20
Shelly

Thank you.

Best Regards,

Kwang Quek Lee | QA Department

VENTURE

GES (Singapore) Pte Ltd (Member of Venture Group of Companies)

Co Registration No. 198100471Z | 28 Marsiling Lane | Singapore 739152 | DID +65 63601251 | Main +65 6732 9898 Ext:251 | Fax +65 6360 1246 | URL: www.venture.com.sg

 Please consider the environment before printing this e-mail

From: HuaZhen Luo <HuaZhen_Luo@waters.com>

Sent: Wednesday, 22 July 2020 8:55 AM

To: kwangquek_lee@venture.com.sg

Cc: 'Sheliyan Sathivelu' <ssheliyan@venture.com.sg>; 'Roger Lim Chin Kia' <roger.lim-ck@venture.com.sg>; Jenny Lee <jenny.lee-CN@venture.com.sg>; Edwin Koh

<Edwin_Koh@waters.com>

Subject: RE: Calibration report review

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi KwangQuek,

This is a NC from our internal audit. So equipment in evidences may or may not located inside your facility.
As response to this NC, we need to check through the calibration report and sticker if applicable to ensure no other inaccuracies found.

To close this NC, we need evidence to show Venture has reemphasizing the report review process. That's why we request to have a list of attendance to show this is done.

Thank you for your support!

Luo HuaZhen
Senior Test Engineer

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#02-08 The Capricorn
Singapore Science Park II
Singapore 117528

From: HuaZhen Luo

Sent: Tuesday, 21 July, 2020 18:09

To: kwangquek_lee@venture.com.sg

Cc: 'Sheliyan Sathivelu' <ssheliyan@venture.com.sg>; 'Roger Lim Chin Kia' <roger.lim-ck@venture.com.sg>; Jenny Lee <jenny.lee-CN@venture.com.sg>; Edwin Koh <Edwin_Koh@waters.com>

Subject: Calibration report review

Hi KwangQuek,

As mentioned to you previously, we got a NC for calibration report inaccuracies and discrepancy found between due date on sticker and due date on calibration certificate.

To address this concerns, we need your help on following items.

1. Check/confirm all calibration records from Jan 2019 to Jul 2020 are reviewed and corrected if there's an inaccuracies info on calibration record.
2. Check/confirm the due date on calibration stickers are matched with due date on calibration certificate.
3. Send us the attendance sheet for reemphasizing/briefing to ensure calibration reports are reviewed for conformity to requirements in Venture.

Please kindly update us the checking result for above actions latest by 23 Jul. Thank you

Below is NC statement, for your reference.

Statement	There are multiple inaccuracies observed in the calibration records provided by Micro Precision Calibration.
Requirement <i>Standard, regulation or document that is not met</i>	ISO9001:2015 Cl. 8.4 Control of externally provided processes, products and services. 8.4.1 The organization shall ensure that externally provided processes, products and services conform to requirements.
Objective Evidence	Evidence 1: It was observed the calibration cert no. 551220083592482 dated 02 May 2020 contains multiples inaccuracies in the Notes section. Evidence 2: It was observed on calibration cert no. 551220083320957 dated 11 Nov 2019 for equipment ID# WPPL0018 S/N# 122994G, the calibration date is 11 Nov 2019 and calibration due date is 11 Nov 2020. However, on the physical calibration sticker pasted on equipment by the service provider, the calibration date is 05 Nov 2019 and calibration due date is 05 Nov 2020

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