

Case Study

Turnaround Time Savings

A large semiconductor company relies on Tektronix calibration services to augment an internal calibration lab.

Tektronix Helps Reduce Calibration Turnaround Time by 82%

BACKGROUND: Quality and Compliance Priorities

At a large semiconductor manufacturer, the Senior Manager of Reliability was responsible for running an in-house calibration lab with processes compliant to ISO/IEC 17025 and IATF 16949. As a metrology specialist, he placed a high priority on both accredited calibrations and reducing turnaround time. “I can get anyone to get me a sweet quote and go put a sticker on my equipment. But to actually have confidence in quality service for our test equipment...that peace of mind and quality of life is immeasurable, right? I rank service above all else.”

CHALLENGE: Achieve 95% T&M Equipment Availability

The company was previously very fragmented in how they obtained calibration services, resulting in time delays and inefficient spending. Meanwhile, they were looking to maintain the availability of their test and measurement equipment at 95%. To achieve this, he elaborated, “With 365 days a year, I should never have someone’s equipment for longer than 15 days.”

SOLUTION: Augment Internal Lab Calibrations with Tektronix

The company performed a deep analysis and factored in the total cost of ownership, the risk vs. reward, and a “one-stop-shop” calibration advantage into their cost calculations. As a result of the analysis, they selected Tektronix as their single outsourced provider of calibration services to augment their internal lab.

SERVICES PROVIDED INCLUDED:

- Local pick-up and drop-off service for calibration services, which improved turnaround time (TaT) and eliminated worries of shock & vibe from shipping.
- Occasional onsite service to keep their clean-room environment running for hard-to-move equipment, also resulting in reduced TaT.



With my in-house lab, as well as with Tektronix as my secondary vendor, I was able to achieve a 2.65 day average turnaround time within 3 months.



– Senior Manager of Reliability, Large Semiconductor Company



RESULT: Reduced Turnaround Time, Extending Model to Additional Sites

The benefits of Tektronix service to the company were swift. “In less than three months, [management] saw that we were so much more productive than our other fabs. They did not get how we could be so much more productive with less down time and less money spent.”

In addition to the service provided, the company also stated appreciation for communication with Tektronix in terms of services performed and expected delivery times.

Today the company plans to step and repeat this same single-source calibration methodology in multiple labs across the U.S. “It’s just a win-win all around,” he concluded.

ABOUT TEKTRONIX

Tektronix is the leading accredited calibration services provider with 75+ years of experience in serving the world’s largest mission-critical manufacturers in aerospace and defense, semiconductor, automotive, medical, communications, and other industries. Tektronix works as a strategic partner, delivering tailored calibration service solutions that save time, cost, and hassle in achieving accredited and/or certificated calibrations for electronic test and measurement equipment.

ACCREDITATIONS



Learn more about how Tektronix can provide quality calibrations and reduce turnaround time at tek.com/calibration-services.

