



TA Instrument qualified as Internal Test Laboratory IATF16949

Dear Customer,

TA Instruments fulfills the requirements for **Internal test laboratories** under section 7.1.5.3 of Automotive Industry (IATF16949:2016) as follows:

7.1.5.3.1 Internal Laboratory Requirements

The scope of our internal laboratory is included in section 4 of our quality manual where TA Instruments at New Castle Delaware location is defined to be the headquarters for our global service organization.

TA Instruments is a manufacturer and supplier of testing apparatus such as thermal analysis and rheology. As an Original Equipment Manufacturer (OEM) supplier, we are prepared to service and calibrate apparatus of our own manufacture and design in accordance with ISO 9001 procedures as part of our user support services. We perform calibration of our equipment with no third-party involvement.

a) the adequacy of the laboratory procedures is defined and implemented

The test and calibration specifications are developed and validated for each instrument type by TA Instruments Headquarters. Controlled procedures and work instructions for on-site testing and calibration are created and are made available to our service organization to ensure consistency and accuracy of the outcome.

b) the competence of the laboratory personnel is defined and implemented

The qualification and training requirement for all TA service personnel is specified at TA headquarters and is carried according to the governing Procedure. The success of the training is monitored at TA Headquarters.

c) The testing of the product is defined and implemented

Controlled procedures and work instructions for on-site testing and calibration are created and are made available to our service organization to ensure consistency and accuracy of the outcome.

d) the ability to perform services properly and traceable to the applicable test standard are defined and implemented

TA Instruments has established the capability to perform services that are traceable to the relevant process standards. When no national or international standard is available, TA Instruments has defined and implemented methodologies to verify measurement system capability i.e., calibrated tools, certified reference materials, and audits.

e) Customer requirements if any

TA Instruments performs its own well established Standard Services that are developed for optimum performance of its instruments.

f) The verification of the associated records

The TA Service representative is trained, qualified, and responsible for checking the accuracy of service records. By signing the service records, the Service representative confirms that calibration results are reviewed, verified, and approved prior to supplying them to the customer.

7.1.5.3.2 External Calibration Laboratory Requirement

TA Instruments is a manufacturer and supplier of testing apparatus such as thermal analysis and rheology. As an Original Equipment Manufacturer (OEM) supplier, we are prepared to service and calibrate apparatus of our own manufacture and design in accordance with ISO 9001 procedures as part of our user support services. We perform calibration of our equipment with no third-party involvement.

As an OEM supplier, we are exempt from the ISO 17025 and External Laboratory requirements.

Best Regards,

Mitra Jaymand

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Quality Assurance Manager

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