

The year 2006 marks an important milestone for our company as Ulrich Metrology celebrates thirty years of commitment to providing superior calibration services to Canadian organizations. From the ambitious start-up in 1976 by our founder, Ferdinand Ulrich, our laboratory has grown into a national support partner for companies from coast to coast.

True to our founder's vision, we have grown by striving for firsts in the commercial calibration field. Recognized for our capabilities in 1994 by the Department of National Defense, we later became the first Canadian calibration laboratory to be certified in dimensional measurement by the National Research Council's Calibration Laboratory Assessment Service (CLAS). Today, our ISO 17025 accredited facility is state-of-the-art.

At the heart of these achievements has been the continuous commitment of a growing team of professionals. Our knowledgeable and dedicated people go the extra distance to provide the specialized services our customers rely on every day, always maintaining an unwavering focus on quality and delivery goals.

On the occasion of our thirtieth anniversary I would like to extend a warm thank you to our valued customers on behalf of everyone at Ulrich Metrology. We are proud to be your service team.

Ingrid Ulrich, CA, MBA  
President, Ulrich Metrology Inc.

DID YOU KNOW...



One of the earliest systems of measure was the Egyptian cubit, developed around 3000 BC. Based on the human body, the Royal Egyptian Cubit was decreed to be equal to the length of the forearm from the bent elbow to the tip of the extended middle finger plus the width of the palm of the hand of the Pharaoh or King ruling at that time. The cubit measure was preserved in the form of a carved, black granite rod that served as the standard against which all subsequent measuring rods would be created.

The basic measure of length used by the Greeks was the breadth of a finger, with 16 fingers in a foot and 24 fingers in a Greek cubit. Romans adapted the Greek system, using a foot that was divided into 12 inches. One pace consisted of 5 feet and 1000 paces measured a Roman mile.

*When you can measure what you are speaking about, and express it in numbers, you know something about it; but when you cannot measure it, when you cannot express it in numbers, your knowledge is of a meager and unsatisfactory kind. – LORD KELVIN (1883)*



C O N T A C T



For more information or a consultation to assess your specific needs, please contact:

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# Your Service Team

WHEN ASKED WHAT THEY EXPECT from a calibration laboratory, most customers speak of strict technical specifications, complex test equipment, carefully controlled laboratory environments and exacting inspections. It makes sense given that calibration is an integral step in the scheduled maintenance of precision gauges, tools and equipment.

But even in a state-of-the-art facility such as Ulrich Metrology, there is an integral component in the technical service mix that cannot be underestimated: smart, skilled, motivated people.

From the moment a customer package is received at our facility the team steps into gear and begins a process guided by Ulrich's proprietary calibration methodology. Inspected and cleaned upon arrival, items are tagged for identification and logged in a database before moving through the lab in customer-specific handling trays. "From the outset, we know how the items must be handled and when they must be ready," explained President Ingrid Ulrich. "Over the years we have developed incredibly strict procedures in order to meet the highest standards of technical precision."

Working in pristine laboratories with precisely controlled environments, Ulrich's highly trained technicians converge to address each day's incoming requirements. "Morning production meetings are essential, with updates as new or urgent customer

requests arrive," explained David Llorens, Vice President of Operations. "While everyone has a specific set of professional skills, we are also trained to work as cross-functional teams. The meetings ensure that we assess the workload based upon the incoming customer orders and then assign the resources required."

Depending upon whether the calibration and certification to be performed is electrical, temperature, pressure, dimensional, force or torque, the customer order is routed to the appropriate lab. All details of the work performed are captured in Ulrich's proprietary calibration information system which is used to manage the full scope of each client's ongoing service requirements. "Our certificates and labels are generated by the system, as are detailed reports," said David Llorens. "We can also provide clients with secure, on-line access to their standard reports and recall lists."

Repairs are an example of the added depth of service provided by the Ulrich team. Items in need of repair are assessed in the instrument

repair department, where they are fixed from an inventory of specialized parts or identified as requiring replacement. "We look at the situation from a technical and economic perspective and advise the customer if replacement is a more cost-effective option," explained Laboratory Manager Nuccio Mercuri, who is also Quality Manager.

Making the overall calibration process easy for customers is an important goal. Administrative staff handle inquiries by phone, fax or email and generate timely documentation that is user-friendly. "We are very serious about listening to our customers and tailoring our services to meet their needs," said Ronald Barry, Vice President of Business Development. "Ultimately, we work to build trusting relationships that exceed our customers' expectations."

On-site calibration is a real example of how Ulrich examined a customer challenge and created a solution. In situations where the equipment to be serviced cannot be physically moved from the customer site, a team of metrologists is dispatched



*Always attentive to customer needs, our professional team is dedicated to ensuring the highest quality of service.*

in a specially equipped van to perform the calibration on-site. "This innovation has been well received and we currently provide the service to major customers in Quebec and Ontario," commented Ingrid Ulrich.

At the end of the day, metrology is about precision that can be measured. But for the

Ulrich service team it's also about caring. "I started this company because I really cared about offering high quality calibration services with excellent turn-around times," explained founder Ferdinand Ulrich. "When I look at the team here today, I feel proud of the fact that each and every one of them still shares my goal."

*Highly-skilled metrologists provide services on-site or at our modern facilities.*



*Precision, quality and expertise are fundamental to the calibrations and repairs performed by our dedicated staff.*

*From the moment of reception to the time of shipping, instruments are inspected, measured and handled with the utmost care.*

