

CASE STUDY



Accreditation Across Calibration Laboratory Branches



Cross Precision Measurement calibration accreditation journey

Case Study

[Cross Precision Measurement](#) is one of five organizations under Cross Company, an outstanding employee-owned, industrial tech company centered on improving quality, raising efficiency, and reducing risk for the customers they serve.

With over 400 associates and 22 locations, Cross Precision Measurement provides calibration products and services to much of the southeast, including North Carolina, Alabama, Tennessee, and Georgia, and into the mid-west, as far as Oklahoma City and Omaha, Nebraska.

They offer a wide range of high-quality metrology and precision equipment for measuring dimension, weight, force, torque, temperature, sound, pressure, and anything else you can measure. In addition, they provide calibration services for the products they sell, inspection services, and testing services.

Cross Precision Measurement serves customers in many different industries, like aerospace, motorized vehicles, life sciences, food and beverage, consumer products, and chemical and energy. Their customers range from small businesses to household names.

[Their website](#) states, “Whether it’s through onsite calibration services, industry-leading metrology products, equipment inspection, or any of the other services we provide, Cross Precision Measurement is dedicated to the success of our customers and industrial partners.”

A Long History of Accreditation

A2LA has worked with Cross Precision Measurement since 1999. At this time, the American Automotive Group, made up of General Motors, Chrysler, and Ford, began to require their suppliers to become accredited to ISO/IEC 17025. To continue working with the Big Three, and for Cross’s customers to continue to work with them, Cross Precision Measurement began the process to accredit each of their calibration labs to the global standard.

“We had been ISO 9002 certified since 1994, so we already had a quality foundation in place at that time,” said Connie Foster, Senior Quality Manager at Cross Precision Measurement. “We were able to expand on those requirements into the technical, competency, and traceability requirements for ISO/IEC 17025.”





As a calibration industry leader, Cross Precision Measurement has continued to grow since the start of its A2LA accreditation journey nearly 25 years ago. When the company acquires new labs, they transition the organization to their quality management system and eventually earn A2LA accreditation.

Company Growth

In addition to implementing their quality management system in labs they've acquired, Cross Precision Measurement also implements their quality management system in their newly established labs. Having one system across all branches allows them to efficiently maintain high-quality calibration services and offer the same level of service to their customers, regardless of the branch they use.

Cross Precision Measurement opened its 22nd location in Charleston, South Carolina in 2023. The organization previously served customers in the area through other branches, and with growing demand, the next step in the company's growth was to establish a new branch.

A2LA scheduled the assessment of the new branch to conveniently fit in with renewal assessments at other branches. The A2LA assessors and the team at Cross Precision Measurement knew what to expect and could appropriately prepare, since they were both familiar with the A2LA accreditation process and the organization's quality management system.

"Our assessor was very efficient and had everything ready at the time of the assessment," said Connie. "They were very professional and well versed on the standard, so the audit was very thorough, and it was a good experience for us. We also really value our accreditation officer, who is always available to us when we need them."

The Value of Accreditation

Accreditation has been an important part of Cross Precision Measurement for decades. While many of their customers require service providers to be accredited, the organization also maintains its accreditation because of the pride they take in their work and the dedication they have to their customers.

"It allows us to take our quality system to the next level," said Tory Manning, Vice President of Marketing for Cross Company. "It allows us to continually improve, and it lets our customers know that they're getting the same high level of quality regardless of which branch they're working with."

The new Charleston branch serves several Cross Precision Measurement customers that utilize services from branches in multiple states. These customers can expect the same high-quality services they're accustomed to and pass on their high-quality products and services to the end consumer.

"There's a lot of value to being accredited and we take our quality system very seriously," said Jim Hewston, Director of Quality and Training for Cross Company. "Having a stable quality system helps us minimize risk to our customers and to the industry as a whole. At the end of the day, we're getting into the cars our customers are making, we're getting onto the airplanes our customers are serving, and we're taking the medications our customers are producing. We're also consumers of the end product our customers are putting out there."

The Benefits of Choosing A2LA

A2LA is the largest and most recognized accreditor of calibration laboratories in the United States. Accreditation in A2LA's calibration program ensures a quality assessment with technical experts who have experience in the field of measurement being assessed, resulting in greater customer confidence in measurement results.

Established in 1978, A2LA maintains a 97% retention rate among its customers, largely in part due to its knowledgeable customer service representatives and expert accreditation services staff. A team of customer care representatives is available during extended business hours to address any issues, and the leadership team consistently strives for improvement within the accreditation industry.

Start The Accreditation Process

Learn more about ISO/IEC 17025 accreditation for calibration laboratories by scanning the QR code or visiting our [Calibration Program](#) page at [A2LA.org](#). Then, simply fill out the "[Accreditation Estimate Request Form](#)" at the top of the page to get started.



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