

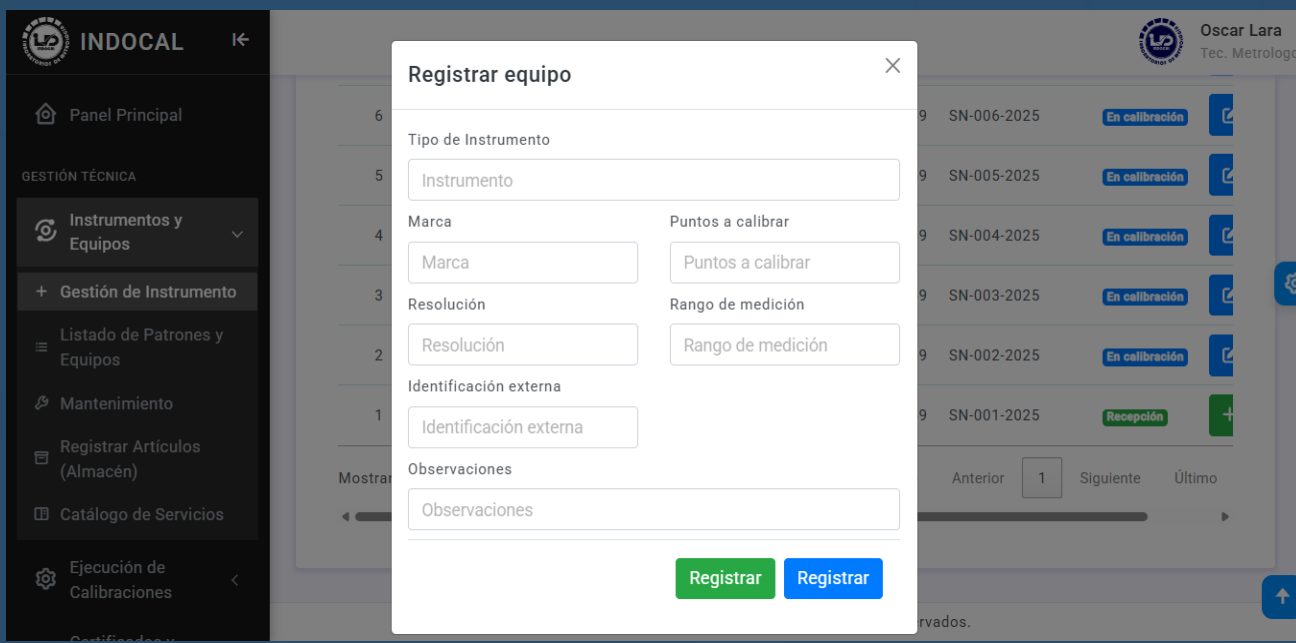
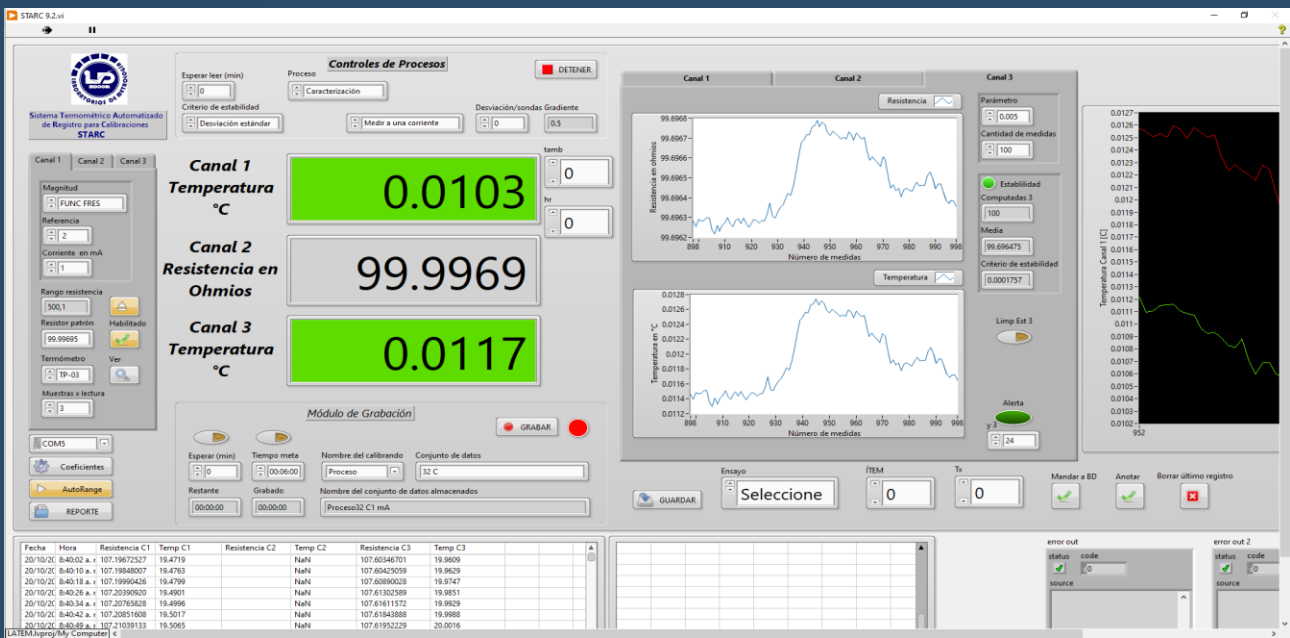
Automated Platform for Calibration Service Requests

National Metrology Institute: INDOCAL. Dominican Republic

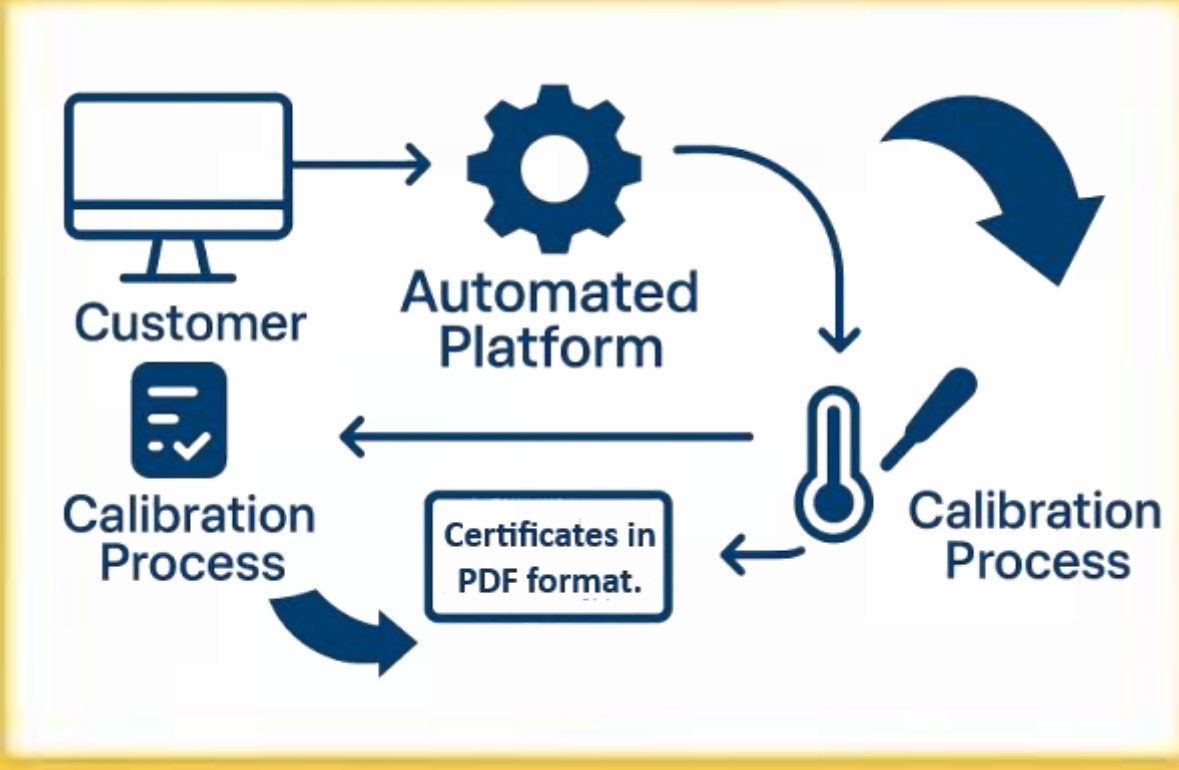
Coach: INACAL, PERÚ



Coordinator



WG3: Digital Process Management



General Description

In the context of the global digital transformation, metrology plays a crucial role in ensuring the reliability and traceability of data that support technological and industrial progress. The digitalization of calibration services represents a key step toward smarter, more transparent, and efficient quality infrastructures. This project contributes to that transformation by developing an integrated and automated platform that connects all stages of the calibration process — from service request to certificate generation — improving efficiency, data integrity, and customer satisfaction at INDOCAL.

Calibration Software

Process time optimization
99% completed

User satisfaction
99% positive

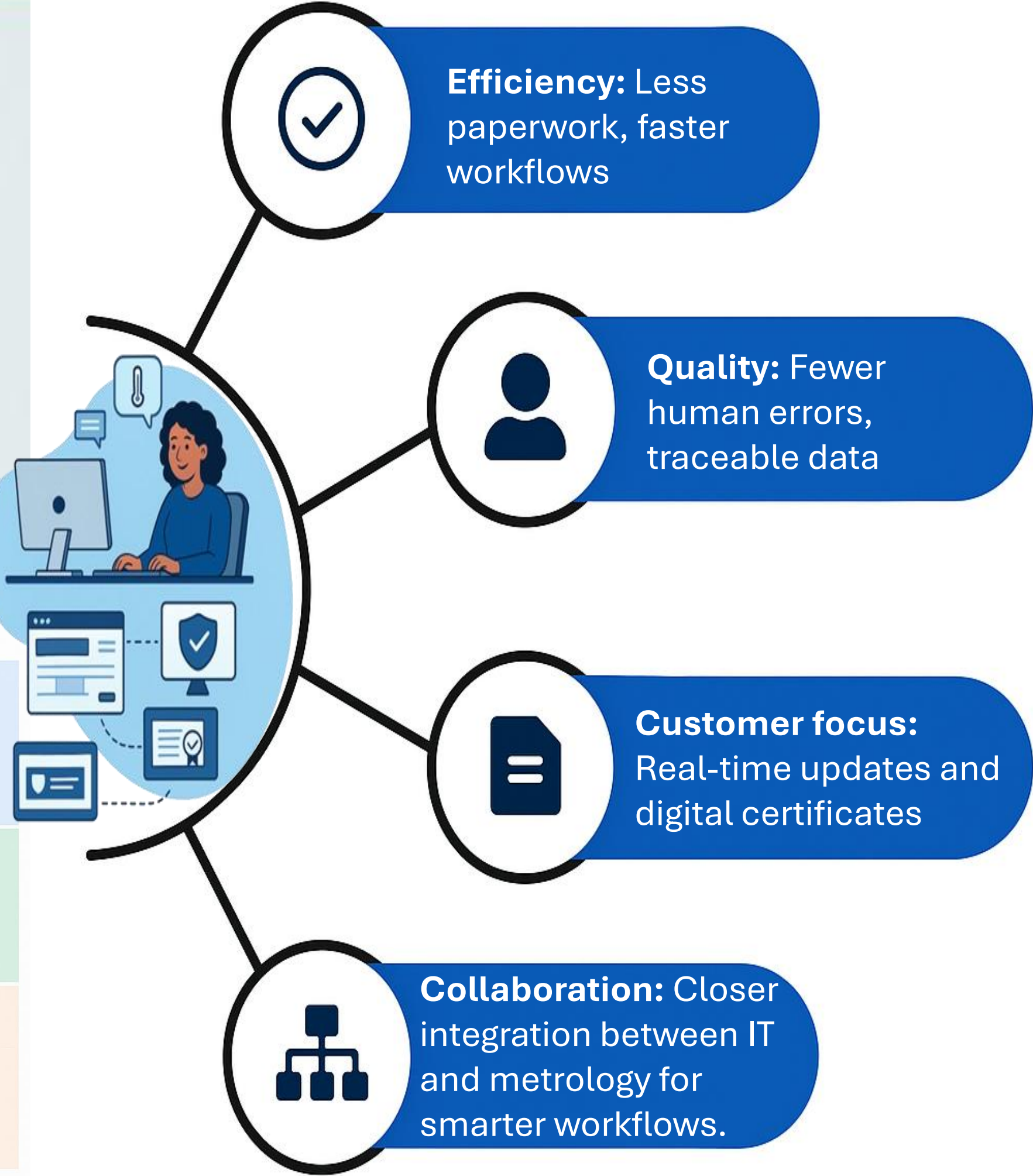
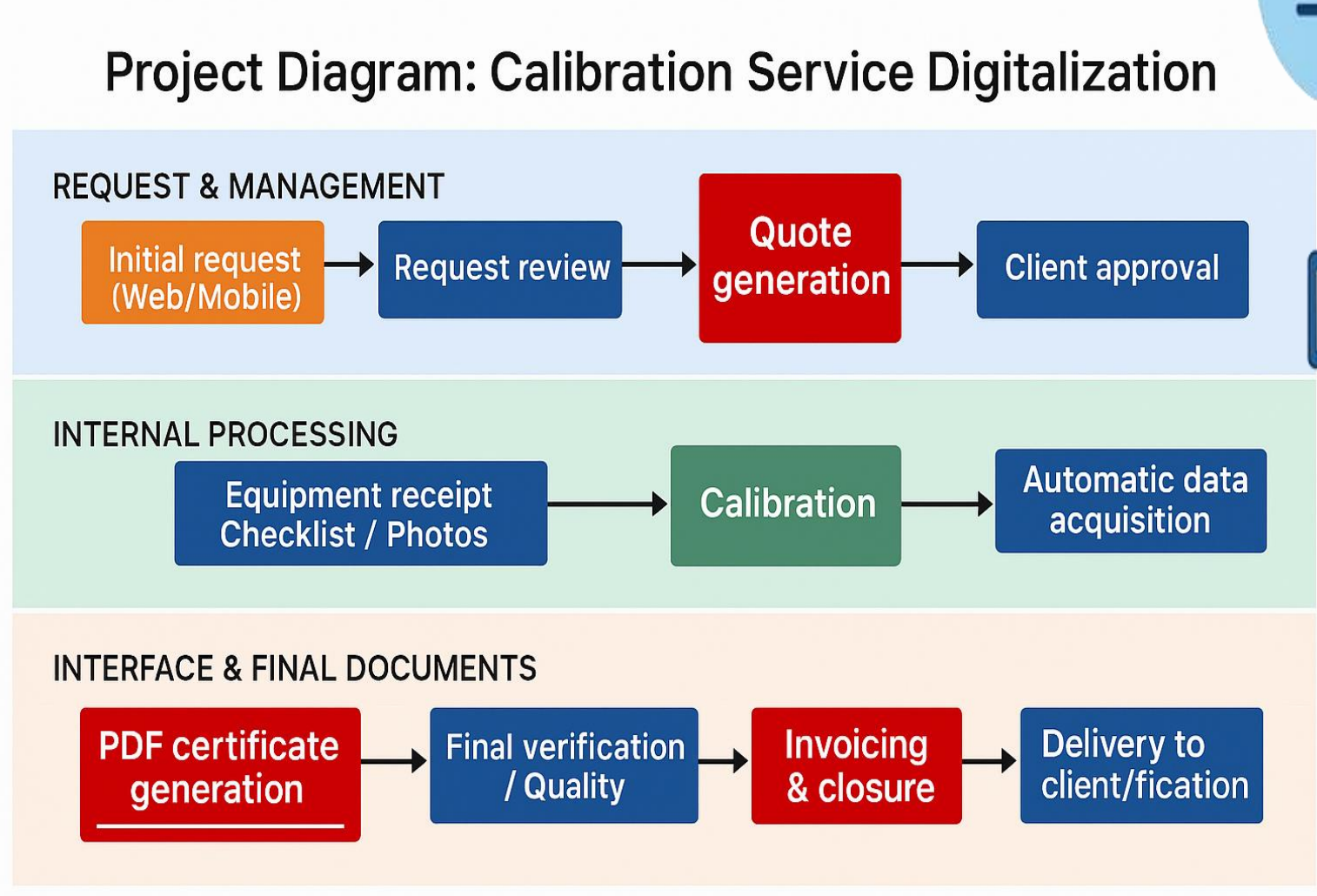
Goal

Complete digitalization of the calibration workflow — request → calibration → certificate.

Results

- ✅ **Automate** the complete data flow — from acquisition to certificate generation.
- ⌚ **Accelerate** processes and significantly reduce human errors.
- 📊 **Enhance** quality assurance through digital traceability and automatic validation.
- 😊 **Boost** customer satisfaction with faster and more secure access to calibration certificates.
- 🗨️ **Streamline** communication and enable real-time monitoring of service status.
- 🏗️ **Modernize** INDOCAL’s quality infrastructure, aligning it with global standards of digital transformation.

Before	After Digitalization
Manual data entry	Automated data acquisition
Paper-based records	PDF Certificates
Delayed communication	Online customer updates
Separate systems	Integrated web platform



Create an integrated web platform to manage quotation → reception → processing → certificate.

Calibration software for automatic data collection and transfer.

Strengthen digital process management and enhance staff digital skills.

