

PTB project “Metrology for Digital Transformation – International Cooperation” CABUREK Global Program

Working Group: WG3: Digital Process Management
National project title: Digitisation of the Calibration Contract Review Process
National Metrology Institute: Zambia Metrology Agency (ZMA)
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BENEFITS OF DIGITAL TRANSFORMATION TO ZMA

- **Improved Efficiency:** Automating tasks and integrating systems has reduced manual paper-based processes, saving time and resources
- **Better Customer Experiences:** enables personalized, convenient, and accessible services that meet evolving customer expectation
- **Enhanced Collaboration:** facilitate better communication and teamwork, breaking down silos and boosting productivity
- **Employee Engagement:** empower employees, reduce repetitive tasks, and enable efficient remote and hybrid work environments

PROJECT DESIGN AND DESCRIPTION

- The project was intended to digitise the Contract Review Process for Calibration Laboratories
- This involved transition of the following forms from paper based to excel :
 - *Calibration Request form*
 - *Calibration Quotation form*
 - *Calibration Contract form*
- All three of the forms were integrated into one excel worksheet with cross linked formulars allowing for auto population for the fill in forms, from **Request** to **quotation** and finally to the **Contract**

PROJECT RESOURCES

- This was a project that did not require any extra financial resources to be expended BY ZMA
- The Only resource needed was time for the team members who were all working in various calibration laboratories while working on this project

RESULTS AND ACHIVEMENTS

- **95% Reduction in data capture errors** from Calibration Request to Quotation and Contract Forms forms
- **50% Reduction in Turn around Time** on issuance of Quotation and Contracts

**95% Reduction in
Data Capture errors
by June 2025**

**More than 50%
Reduction in Turn
Around Time June
2025**

KEY ACHIEVEMENTS