

# Keysight Technologies

Thales Nederland reaps the benefits of Keysight Onsite Calibration

Case Study

Customizing calibration onsite accelerates turnaround time and production throughput



## Introduction

- “Keysight Technologies, Inc. is our main supplier for calibration and maintenance of Hewlett Packard and Keysight equipment.”
- Hans Boon, Asset Manager,  
Thales Nederland

## The Company

Thales Nederland is the Dutch branch of the international Thales Group. Thales Nederland employs approximately 2,000 people at branches in Hengelo (headquarters), Huizen, Houten, Delft, Enschede and Eindhoven. The company specializes in designing and producing integrated naval command-and-control, sensor and communications systems for defense and security applications, such as radar. Thales Nederland serves customers in more than 40 countries around the globe.

## The Challenge

Thales Nederland experienced product shipment delays and cost overruns due to the time needed to ship test and measurement instruments to service providers to perform calibrations required for compliance. Despite best efforts to plan for the disruption, production stopped for 10 days while the instruments were being serviced. The facility therefore did not meet unit-per-month goals and production stopped until the instruments were back on the production line.

Thales Nederland wanted a a new high quality service supplier who could quickly provide a solution to enhance production throughput, reduce cost and ensure accurate instrument measurements of every specification that only the company who designed and built the instrument could provide. Thales is a worldwide company renowned for its innovation, high quality and continuous improvement, and expects suppliers to meet the same standard. The firm therefore aims to establish long-term relationships with suppliers that provide superior solutions. The new supplier needed to match Thales’ key strengths of efficient product manufacturing and compliance with contractual obligations.

**CUSTOMER:**

Thales Nederland

**CHALLENGE:**

To rapidly improve production throughput, reduce costs and ensure accurate OEM measurements

**SOLUTION:**

Keysight Onsite Calibration

**RESULTS:**

- **Increased throughput:**  
Decreased production disruption from more than a week to less than a day
- **Cost savings:**  
Reduced the need for “catch-up” measures to meet production goals
- **Greater assurance:**  
Provided proof that the end product meets OEM quality standards

## The Solution

To discuss Thales’ needs and Keysight’s solution, representatives of both companies met. The group included Thales Senior Buyer Corporate Purchasing Jan Toomeman and Asset Manager Hans Boon, as well as Keysight Support Business Manager Frank Alandt. The group finalized a solution that was authorized and committed to by the Thales Nederland and Keysight management teams.

The Keysight custom solution included:

- Onsite Calibration to speed up instrument turnaround time
- Instruments kept at the Thales production facility to alleviate risk of damage while shipping
- Assurance that instruments meet standards compliance such as ISO/IEC 17025:2005, supported by calibration measurement reports with full test results of every original equipment manufacturer’s (OEM) specification

## The Results

The Keysight Onsite Calibration service team traveled to the Thales facility, bringing the same expertise, equipment and processes used at Keysight Service Centers. This planned Onsite Calibration campaign provided Thales engineers with a much faster turnaround time and less disruption. Thales is continuing the tradition of managing and improving long-term supplier relations by working toward even greater resource efficiency during the next Onsite Calibration campaign with Keysight.

Implementing Keysight Onsite Calibration produced significant benefits for Thales Nederland during the first campaign:

- **Increased production uptime:**  
Instruments were back in service in less than a day instead of the previous turnaround time of 1.5 weeks.
- **Enhanced production throughput:**  
Increased instrument utilization enabled the facility to meet unit-per-month goals.
- **Cost savings:**  
Greater production uptime reduced the need for “catch-up” measures, dramatically increased unit-per-month goals and high OEM quality calibrations resulted in fewer repairs.
- **Greater assurance:**  
Proof that every instrument specification is tested and verified provides confidence that the end product meets the design goal.
- **Increased focus on core business:**  
Reduced need to manage logistics keeps employees’ attention on more profitable work.
- **Lower risk of damage:**  
Eliminating the need to ship instruments alleviates the possibility of damage.



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