

QUALITY POLICY

Our Pledge

At ETACS, we are committed to delivering precision, reliability, and excellence in test equipment rental, calibration, and maintenance services. Our mission is to ensure that every device we rent meets the highest standards of accuracy, safety, and compliance, empowering our clients to achieve their operational goals with confidence.

Guiding Principles

Uncompromising Accuracy: Calibrate and maintain test equipment to ISO/IEC 17025 and NATA standards, ensuring traceability and reliability.

Seamless Rental Experience: Provide fully certified, ready-to-use equipment through streamlined processes integrated with Hire POS.

Proactive Maintenance: Implement preventive maintenance schedules using MET/TEAM and METCAL systems to minimize downtime.

Client-Centric Solutions: Partner with clients to understand their unique needs, offering tailored rental and calibration plans.

Continuous Improvement: Foster innovation through staff training, advanced calibration technologies, and data-driven process enhancements.

Our Measures of Success

- 100% calibration compliance for all rented equipment (zero non-conformities).
- <24-hour turnaround for urgent calibration requests.
- ≥98% client satisfaction (tracked via post-rental surveys).

Director Sign: 

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