WHAT YOU SHOULD EXPECT FROM YOUR TEST LAB

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Whether your business operates in the wireless, telecom, IT, medical or aerospace industries, finding a test laboratory that fits your needs and delivers quality results is crucial. Competition among testing labs is as high as it's ever been. When you're preparing to take your product to market, you need to sift through the countless test labs and find the one that meets all your expectations. Most testing facilities can talk the talk, but can they walk the walk?

All test labs are not created equal, with specialties, scope and experience varying considerably. Finding a lab that has the capabilities to adequately test your product to the necessary regulatory standards while providing the appropriate product certifications can be a challenge within itself. But once you find an accredited test lab that meets your product's needs, the standards to which you hold that lab should not vary.

Here is what you should expect from your test lab:

INNOVATION

Many labs rest on their laurels, relying on outdated methodologies. But we live in a rapidly changing world. Ideally, a lab should be on the cutting edge, always looking for a faster method, a more accurate method, a way to provide the consumer with a better experience. A lab should continuously update their processes to keep up with the ever-changing technological landscape. A lab should continuously refine their internal processes to ensure the *best results* and the *best client experience*.

When selecting a suitable test facility, you are entrusting them to verify all regulatory standards are met for certification review. If their practices are outdated, how can you be sure they'll stay up-to-date with the ever-changing regulatory requirements?

STREAMLINED PROCESS

Most test labs have a ready-made, assembly line type of process. Check to see if your lab utilizes automation to the benefit of their clients.

Consider asking your lab about their automation processes, hardware and software capability to deliver results in real time. Manual entry and delivery slows down the process. With automation, questionnaire answers will trigger appropriate testing and results will be automatically generated after the fact, significantly reducing delays.

LIVE PROJECT STATUS

We live in a world of real-time results. You want the results and you want them now. All portions of the testing process can and should be available to you in real time. From the estimate to the formal testing and finally the certification: when it's available, it should be in your hands. Live data feeds and cloud-based software make this a reasonable expectation. Any delays in that regard prevent swift, decisive actions on your part, and that is simply unacceptable.

EXPERIENCE

A quality testing lab is a partner for your business. They should offer consultation and walk you through the testing process. Knowing what to expect ahead of time will help you to preemptively tackle any issues and make necessary adjustments to the product. Additionally, understanding the timeframe and schedule will help you to complete required tasks in a timely manner, eliminating unnecessary delays.

TIMELY COMPLETION

Differing technologies, varying operating modes, and unique product requirements will alter the length of time it takes for a test program to be completed. If a lab has worked to streamline their processes, it will ensure timely completion of testing. Speed to market reigns supreme in a global marketplace. Automation and cloud-based data are tools that your test lab should be integrating to eliminate delays during testing, reporting of test results, and completion of the certification process. Time is money, and efficiency is key. Are you making the most of your valuable time and resources spent on regulatory compliance?

RESPONSIVENESS

Communication is a two-way street, but that process breaks down if your lab is not responsive. It should not take a lab days or weeks to respond to a question or supply an estimate. Same-day responses should be the norm, rather than the exception. Your lab should be knowledgeable, properly trained, and adequately experienced, ensuring you quick, decisive answers to all of your queries.

Lack of communication from your lab can and will slow down the entire process. A slower process means slower speed to market. One miniscule misstep means potential lost customers; and missing marketing deadlines mitigates your competitive advantage.

COST EFFECTIVE

It's crucial that you seek the best return on investment, rather than simply seeking the lowest cost. The lowest bidder could cost you significantly more in the end.

Prices may vary considerably for each test program. This is just the nature of the business. One lab could very well charge 50% more than another, however, your lab of choice should deliver true value for the cost. That value can come in the form of experience, speed, or innovation/technology, but the value needs to justify your expense. The goal, ultimately, is to produce the best product, with minimal delays, hiccups and reworks as necessary. A quality test lab can help you to avoid these pitfalls.

THE MiCOM DIFFERENCE

MiCOM Labs believes that testing facilities should be held to a higher standard. After all, your business depends on it. As a global, one-stop-shop for compliance testing and product certification, MiCOM aims to break free from outdated methodologies and deliver state-of-the-art testing and certification management processes to their clients.

Differentiation among testing labs begins with **Innovation**. MiCOM is on the cutting edge of innovative processes and technological integration, offering a full suite of products and services:

- MiTEST – Automated testing provides **Live Project Status** and shorter lead times.
- MiEMC – Mobile platform puts results and certifications at your fingertips.
- MiCMS – Certification Management System with an interactive workflow approach.
- MiCERT – Smart document repository for maintaining regulatory compliance.

These products and services work hand-in-hand with one another, functioning within MiCOM's **Streamlined Process**. Estimates, questionnaires, documents, test results, certifications and more are seamlessly integrated and available to you from your customized landing page.

MiCOM is committed to the highest level of **Responsiveness**, helping you through every step of testing and certification.

MiCOM provides invaluable, real life industry **Expertise**, providing consultation to help navigate throughout the compliance process. MiCOM Labs ensures all goals and milestones are met which ultimately leads to the **Timely Completion** of your product testing. Instead of waiting a week or more for your results, MiCOM can provide a report in mere minutes following the completion of testing.

Successful testing and certification is a must before delivering your product to market. MiCOM is proud to offer their collective expertise and innovative services at fair value, ensuring you a **Cost Effective** solution for the final step of your product's development journey.

When it comes to selecting a test lab, you have numerous options available. Choosing a test lab that holds itself to a higher standard ensures that you are putting your product in the best hands possible.

Gordon Hurst, BSc, CEng, MIEE, is the Founder, President, and CEO of MiCOM Labs, Inc., an accredited wireless compliance consulting and testing laboratory headquartered in Pleasanton, California. As an industry leader in regulatory compliance and automation processes Gordon has more than 25 years in wireless product development and global regulatory compliance management. He previously was General Manager of StratestLabs and Director of Regulatory Compliance for Stratex Networks, Inc. (formerly Digital Microwave Corporation). He has served on the ETSI Technical Bodies in developing wireless standards and on the U.S. Fixed Wireless Communications Coalition (FWCC).

Contact:
w: micomlabs.com
e: sales@micomlabs.com
p: (925) 462-0304

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