

## 5 Handling of orders or applications

### 5.1 Acceptance

The tasks assigned to PTB by [law or by ordinances](#) and by its [Charter](#) are part of the public economic law and serve, above all, to provide, implement and encourage technical and economic infrastructural services and to implement general preventive control by the State.

The method of work of PTB is defined by its legal status as an incorporated public-law institution without legal capacity. As a federal administrative organization under public law, PTB has to accomplish the tasks assigned to it by law and by its charter. In particular, PTB provides its customers with direct metrological traceability to the legal units and promotes and supports science and the economy in its fields of activity. The service offer of PTB is described in the Quality Manuals of the individual divisions/bodies.

PTB renders its services exclusively on the basis of the [General Terms and Conditions of Business \(AGB\) of the Physikalisch-Technische Bundesanstalt](#) unless this is regulated otherwise by legal provisions or standards as well as by separate contractual agreements for a specific service. By the General Terms and Conditions it is, among other things, guaranteed that PTB renders its services in accordance with uniform conditions. For the rendering of services within the scope of certification programmes in the frame of Conformity Assessment Body, the [General Terms and Conditions of Certification \(AZB\) of the Physikalisch-Technische Bundesanstalt for product certifications and QA approvals](#) apply in addition to AGBs.

As far as an application is aimed at obtaining an administrative act which falls into the scope of responsibilities of the PTB, the PTB carries out the administrative procedure in accordance with the relevant legal regulations. In terms of the quality management system of PTB, the application represents an order.

As far as legal questions arise with regard to the applicability of the AGBs or with regard to specific conditions of an order, the bodies in charge will involve the Legal Matters Sections in the process.

The legal classification of the form of action of PTB arises from the services offered by the divisions/bodies as published in the quality manuals of the divisions/bodies, as well as from the legal and other regulations governing the activities described there.

The [QP "Handling of inquiries, offers and orders"](#) describes in detail the internal processes at the PTB.

### 5.2 Selection or development of methods

Testing and calibration procedures are selected, or developed and validated, in agreement with the customer, depending on the objectives to be achieved.

The appropriate procedure is set forth in the [QP "Development and validation of new measuring, calibration and testing"](#).

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## 5.3 Performance

Details of the technical performance of the calibrations or tests are given in activity-specific Working Instructions of the individual divisions.

### 5.3.1 Handling of test and calibration items

PTB's regulations for the transport, receipt, handling, protection, storage, keeping and/or removal of test or calibration items on which services are to be provided are presented in the QP "Handling of test and calibration items".

Technical details of the handling of the test and calibration items are given in the activity-specific working instructions of the individual divisions.

### 5.3.2 Sampling

If representative samples of substances, materials or products of a totality are to be calibrated or tested, the regulations of the QP "Sampling" are to be taken into consideration.

The necessary sampling plans are an integral part of the activity-specific working instructions.

### 5.3.3 Result reports

The principles for drawing up and editing result reports are presented in the QP "Result reports". A central part of this QP is a list of result reports handed over to customers by the PTB divisions.

The principles for the determination and statement of measurement uncertainties are regulated in the QP "Statement of measurement uncertainties in publications, research and result reports from PTB".

The technical contents of these result reports are described in the activity-specific working instructions of the divisions.

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