

3. MATERIALS

In general, material is the most important part of production process. The quality is understood to be a key-characteristic of materials. Therefore the producer is usually very much interested in materials testing, materials certificates to reach the best quality of final product. Anyway, the attitude to materials differs and always depends on what type of production is a particular company focused on. Some companies can be focused on production and others on material testing only. The first possibility opens a discussion about raw materials. Raw material is unprocessed or unfinished material or product used in the manufacturing of a product. The lower the price of raw material and the production costs the more profit the company can make selling the final product, but it is always important to start with quality material, and all suppliers should comply with pre-set quality requirements. The second possibility means the company is specialised in testing; the core works are concentrated within various laboratories and the wanted output is a certificate delivered to a client. People working with such a company are usually well educated in materials science and they are specially trained.

Notes

Dialogue

- Testing company:** Good morning, AZ Metallurgical Testing Ltd., Ms. Horn speaking. Can I help you?
- Client:** Good morning, Trout speaking. Yesterday I spoke to Mr. Atkins. Is he available, please? I am calling because of a specimen delivered yesterday.
- Testing company:** Oh, I see. Let me just try his direct line. Hold the line, please. In case he is out of office you would come back to me again.
...Waiting ...
- Testing company:** Mr. Atkins speaking.
- Client:** Trout.
- Testing company:** Good morning Mr. Trout, how are you? I was just about to send you the confirmation. We have received your specimen and tomorrow morning everything goes to our laboratories.
- Client:** Great, that is why I am calling. Let me just summarize what type of testing we actually ordered. So, we ordered high temperature testing, as well as pressure, hardness and impact tests, is it that right?
- Testing company:** Yes, it is. The same information is written in your job order. Would you like to add something?
- Client:** Yes I have one more request, could you please send us the specimen back? I am not sure whether we discussed this, but we would like to see what happens with the material after testing. And what is the projected time for the whole procedure?