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AL026:
Laboratory Quality Management (ISO 17025):
SOP, Accreditation, Documentation and Auditing

Training Description:

This training course is a comprehensive look at the latest revision of the ISO 17025 and its documentation and internal auditing requirements. Participants will gain critical insight on the interpretation of the requirements of this laboratory standard and you will also receive a detailed review of the accreditation process.

Participants will learn how to design and develop laboratory documents and quality manuals. The quality manual will be examined as to its impact on laboratory operations and what purpose it serves. Participants will learn what information it should contain, what writing style is most effective and how to keep their documents and quality manual up to date.

This training course also gives participants the knowledge needed to establish an internal quality audit program as required by ISO 17025, and to initiate the sequence of activities involved in scheduling, planning, conducting, reporting on and closing out internal quality audits. Participants will be able to employ effective techniques of auditing and the ability to develop the auditing procedures, scheduling and recording systems needed to sustain the program.

Participants will receive practical instructions on the development, implementation and long-term maintenance of an effective laboratory quality system.

This **practical and highly-interactive training course** includes **real-life case studies** and **exercises where participants will be engaged in a series of interactive small groups and class workshops.**

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Get certified as a "Certified ISO 17025 Auditor"
- ✓ Apply proper techniques in laboratory quality management and its standard operational procedures, accreditation, documentation and auditing (laboratory auditing) in accordance with the ISO 17025
- ✓ Recognize the requirements of an ISO 17025 accreditation and review the accreditation process
- ✓ Design and develop laboratory documents (SOP) & quality manuals and recognize the information they should contain, employ an effective writing style as well as maintain documents and quality manuals up to date
- ✓ Carryout an internal quality audit program in accordance with ISO 17025 as well as initiate the sequence of activities involved in scheduling, planning, conducting, reporting on and closing out internal quality audits
- ✓ Employ effective techniques of auditing and develop auditing procedures, scheduling and recording systems needed to sustain an auditing program
- ✓ Develop, implement and maintain a long-term effective laboratory quality system in the long run in compliance with the requirements of ISO 17025

Training Designed for:

This course is intended for those who are involved in the laboratory accreditation, documentation and auditing. This includes laboratory managers, superintendents, supervisors, scientists, chemists, analysts

and other lab technical staff. Further, the course will be of great value for quality managers, quality engineers, quality auditors and management representatives.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- History, purpose and structure of ISO/IEC 17025
- Interpretation of the Standard
- Comparison of ISO 17025 and the ISO 9001 quality system standards
- (accreditation vs. certification)
- How to comply with the detailed step-by-step requirements of the standard

DAY TWO:

- Organization and Management
- Quality System, Audit and Review
- Personnel
- Accommodation and Environment

DAY THREE:

- Equipment and Reference Materials
- Measurement Traceability and test & calibration methods
- Calibration and Test Methods; handling of Test Items
- Proficiency testing

DAY FOUR:

- Records
- Certificates and Reports
- Purchased material and services (Subcontracting of Calibration and Testing, Outside support services and supplies)
- Laboratory Safety Procedures
  - Employee Safety and Health
  - Waste Disposal
  - Internal Safety Program
  - Safety Manual & OSHA

DAY FIVE:

- Structure of quality system documentation and preparation of Level 3 procedures:
  - Outside Support
  - Services and
  - Supplies
- Feedback Complaints
- ISO/IEC 17025 implementation steps

- ❖ Accreditation body requirements – Accreditation organizations/bodies in different countries – Mutual recognition agreements
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

All our training courses are including Hands-on Practical Sessions using equipment, State of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) and wallet card(s) will be issued to each participant who successfully completed the course and passed the exam at the end of the course. Successful participant will be certified as a "Certified ISO 17025 Auditor". Certificates are valid for 5 years.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
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