
INTRODUCTION

Laboratory quality systems that conform to ISO/IEC 17025:2005 are to help the laboratory produce valid results and show to others especially customer that it is capable of doing so. This is laboratory competence.

This course gives participants the knowledge to establish a program for a laboratory management system that is in compliance with ISO/IEC 17025 and suitable for their laboratories size, workload, and that will meet their customer needs.

This course will highlight the specific documentation and implementation requirements, along with their implications for testing and calibration laboratories. It helps to encounter situation/problem of a particular requirement when implementation is in progress.

OBJECTIVES

1. Give guidance on how the laboratory fulfill the requirements of ISO/IEC 17025
2. Implement continual improvement in the laboratory

WHO SHOULD ATTEND

1. Quality Managers
2. Laboratory Managers, Supervisors
3. Management Representatives, relevant Departmental Managers
4. Laboratory Internal Quality Auditors
5. Quality Personnel

COURSE CONTENT

DAY 1

- Introduction
- The principles behind ISO 17025:2005
- Documenting and implementing laboratory competence: Management Requirements
 - 4.1 Organization and Management
 - 4.2 Quality System
 - 4.3 Document Control
 - 4.4 Review of Requests, Tenders and Contracts
 - 4.5 Subcontracting of tests and calibrations
 - 4.6 Purchasing Services and Supplies
 - 4.7 Service to the customer
 - 4.8 Complaints
 - 4.9 Control of nonconforming testing and/or calibration work
 - 4.10 Improvement
 - 4.11 Corrective Action
 - 4.12 Preventive Action

DAY 2

- Documenting and implementing laboratory competence: Management Requirements
 - 4.13 Control of Records
 - 4.14 Internal Audits
 - 4.15 Management Reviews
- Documenting and implementing laboratory competence: Technical Requirements
 - 5.2 Personnel
 - 5.3 Accommodation and Environmental Conditions
 - 5.4 Test and calibration methods and method validation
 - 5.5 Equipment
 - 5.6 Measurement Traceability
 - 5.7 Sampling
 - 5.8 Handling of test and calibration items
 - 5.9 Assuring the quality of test and calibration results
 - 5.10 Reporting the results
- Continual improvement of the laboratory

COURSE PRESENTER

STEPHEN WONG – is a **Certified Trainer by the Human Resource Department (HRD) of the Ministry of Human Resource, Malaysia.** He is an excellent Quality Consultant and trainer for ISO 9000 and ISO/IEC 17025 for many companies and laboratories. He is also an effective management trainer. He holds a degree in Chemistry (UM), Diploma in Marketing (CIM, UK) and Certified Diploma in Accounting & Finance (ACCA, UK). A qualified Lead Assessor for both the ISO 9000 and ISO/IEC 17025. He did his Business Management Studies in the Cranfield School of Management, UK. He has 28 years of management & training experience, including 18 years in quality training and consultancy. He has more than 30 years of working experience, mostly in top management and entrepreneurial development.

He was the Hon. Secretary (16 years) for the Institute of Quality Malaysia, an approved Quality Trainer for SIRIM since 1989 and a Quality and Management Consultant to some companies in Malaysia. He is a Council Member (since 1989) of the Malaysian Institute of Management and is also a well recognized trainer for MIM. He is also the Gen. Secretary of Malaysia Register of Certificated Auditors (MRCA) since its inception in 1998.

He was a member (1991-2002) of the Malaysian National Accreditation Council of the Department of Standards Malaysia under the Ministry of Science, Technology and Environment and still sits on three other national committees on Quality and Environmental in relation to ISO. Mr. Stephen Wong has been a key member of the TC 176 and TC 207 national committees responsible to CASCO for the development of the ISO 9001:2008, ISO/IEC 17025 and ISO 14001 standards and other conformity assessment standards. He is also a member of the IATCA (now IPC) representing MRCA in the development of the ISO 19011 Auditing Standard for the ISO 9000 and the ISO 14000.

**REGISTRATION GUIDELINES
& PROCEDURES**

1. Early registration is encouraged. Participants shall be registered on a first-come-first-served basis.
2. Register by completing attached form and return by fax or e-mail.
3. Payment by crossed cheque / postal order made payable to WKS HOLDINGS SDN BHD together with registration form, to be received at least 4 days before the course commences.
4. Notification of cancellation must be in writing received 4 working days prior to commencement of course (20% of course fee will be retained). Otherwise, full fee would still be charged.
5. Registration fee is inclusive of course materials, refreshments and lunch.
6. Closing date is 4 days before commencement of the course.

REGISTRATION FORM

Please register the following for the course on "ISO/IEC 17025:2005 Documentation and Implementation"

Name: _____

Designation: _____

Name: _____

Designation: _____

(please attached extra list if more than two participants)

Name & Address of Company:

Contact Person: _____

Designation: _____

Tel: No: _____ Fax: _____

E-mail: _____

I/We have enclosed a cheque no: _____ for RM _____ made payable to WKS HOLDINGS SDN BHD.

Signature: _____

Date: _____

WKS reserves the right to cancel or postpone the course in the event of unforeseen circumstances. However, in such an event, participants would be informed as early as it could possibly permit.

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ISO/IEC 17025:2005

**Documentation
and
Implementation**

Administrative Details

Date: 8 – 9 April 2015

Time: 0900 – 1715

Venue: Plaza Mayang, PJ

Fees: RM 980 per participant

Organized & Management by

WKS HOLDINGS SDN BHD

