
INTRODUCTION

This course gives participants the knowledge needed to **establish an internal quality audit program** as required by ISO/IEC 17025 standard, 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 gain knowledge on the development, implementation and long-term maintenance of an effective laboratory quality management system.

In addition, participation in a simulation audit enables participants to develop and refine the knowledge and skills they learn in this course.

OBJECTIVES

- 1.To provide an in-depth understanding of the requirements of the ISO/IEC 17025 standard
- 2.To be able to establish and conduct internal quality audits
- 3.To learn effective questioning techniques to obtain audit evidences and findings.

WHO SHOULD ATTEND

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

PROGRAMME

| Day 1 |

- 0900 Introduction of Internal Audits
- Purpose and Benefits
 - Types of Audits
 - Requirements of Audits
- 1040 Tea Break
- 1100 Overview of the ISO/IEC 17025 Standard
Workshop 1
- 1230 Lunch
- 1400 Roles & responsibilities of Auditor
- 1440 Skills for effective Audits
- 1540 Tea Break
- 1600 Planning Audit Schedule and audit Preparation
Workshop 2
- 1715 Q & A

| Day 2 |

- 0900 The audit process – an overview
- Entrance & Exit Meeting
 - Execution of Audit
 - Audit Reporting
 - Follow up
- 1020 Tea Break
- 1040 Audit Findings
- Nonconformance – Identification, Categorization and follow-up
 - Corrective action statement
- Workshop 3
- 1130 Audit Checklists and Questionnaires
- 1230 Lunch
- 1400 Workshop 4
- 1500 Use & Abuse of Auditors' Authority
- 1520 Tea Break
- 1540 Workshop 5: Simulation Audit
- Commencing the audit
 - Conduct Internal Audit investigation
 - Audit Report Writing
 - Presenting Audit Reports
- 1640 Effective Listening and Communication Skills
- 1715 Q & A

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, trainer and qualified Lead Assessor for both ISO 9000 and ISO/IEC 17025. He is also an effective management trainer. He holds a MBA degree (University of Wales, UK), Chemistry degree (University Malaya), Diploma in Marketing (CIM, UK) and Certified Diploma in Accounting & Finance (ACCA, UK). He has 34 years of management & training experience, including 24 years in quality training and consultancy.

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 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, 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 Internal Quality Audit"

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.

WKS HOLDINGS SDN BHD (129630-A)
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ISO/IEC 17025:2005

Internal Quality Audit

Administrative Details

Date: 15 – 16 August 2017

Time: 0900 – 1715

Venue: Plaza Mayang, PJ

Fees: RM 890 per participant
HRDF Claimable

Organized & Management by

WKS HOLDINGS SDN BHD

