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## Introduction

The purpose of this course is to introduce and reinforce the basic laboratory skills that analysts utilise on a daily basis and allow them to gain knowledge of important quality aspects/topics. It is essential that analysts know the basic laboratory skills, which are reflected in the performance of ILCP, ILCT, validation and reliability (consistency) of measured results.

The course consists of taught and practical elements that focus on laboratory safety, basic lab equipment maintenance and use, basic laboratory techniques, laboratory calculations, buffer preparation, and recording of experimental results. This is to build on analysts' experience of day to day work practices in a laboratory.

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## Who Should Attend

- Laboratory analyst and personnel
- Quality Assurance personnel
- More experienced personnel needing to update their knowledge

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## Objectives

Upon completion of this 2-days course, participants are expected to:

1. Learn the best practice for a range of laboratory skills;
2. Understand the basic safety requirements to work in a lab
3. Gain a basic understanding of quality issues

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## Course Contents

### Day 1

- 0900 Introduction
- 0930 Essential health and safety information that analysts should be familiar with to enable them to work safely in the laboratory
- 1000 Break
- 1030 Method & equipment selection
- 1130 The importance of Standard Operating Procedures
- 1300 Lunch
- 1400 Sample handling and storage
- Sample receipt & labelling
- 1530 Break
- 1600 Sample handling and storage
- Sample storage & tracking
- 1700 Q&A

### Day 2

- 0900 Key laboratory skills that analysts need in order to be able to carry out analytical work with the required level of accuracy
- Measuring volume
  - Measuring mass
  - Measuring pH
- 1000 Break
- 1030 Key laboratory skills
- Preparing solutions of known concentration
  - Preparing reagent solutions
  - Carrying out a titration
  - Centrifugation
- 1300 Lunch
- 1400 Quality assurance and quality control
- Calibration & traceability
  - errors and uncertainty
- 1530 Break
- 1600 Data handling and reporting of results
- Units of measurement
  - Reporting results

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## 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.

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## 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 4 days before course commence.
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 will still be charged.
5. A 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 "Laboratory Skills"

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 enclosed a cheque no: \_\_\_\_\_ amount to 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)  
1A-3A, Plaza Mayang, Jalan SS 26/9  
47301 Petaling Jaya, Selangor DE  
Tel : 03-78038188 Fax : 03-78039188  
E-mail : admin@wks-h.com  
Http://www.wks-h.com

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# Laboratory Skills

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## Administrative Details

Date: 23 – 24 May 2017  
Time: 0900 – 1715  
Venue: Plaza Mayang, PJ  
Fees: RM 980 per participant  
HRDF Claimable

Organized & Management by  
**WKS HOLDINGS SDN BHD**

