

Introduction

This course provides fully up to date information on the requirements of the ISO/IEC 17025 Standard and how to establish and implement a formal laboratory management system.

The course will provide guidance on the requirements of ISO/IEC 17025, the structuring of quality system documentation, implementation steps and laboratory accreditation requirements.

Learning is enhanced by the use of practical workshops and examples illustrating the teaching points made during the course.

Objectives

Upon completion of the course, participants are expected to:

1. Understand the differences between ISO 9000 certification and technical Accreditation;
2. Understand the scope and application of the ISO/IEC 17025 International Standard;
3. Understand the concept of management and Technical requirements of laboratory management system;
4. Understand the accreditation process

Who Should Attend

- Laboratory quality/technical managers
- Laboratory technicians/supervisors
- Assessors of laboratory management systems
- Users of calibration and test services
- Directors of quality
- Improvement of measurement & testing groups

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.

Course Contents

- Introduction of ISO/IEC 17025
- Structural Relationship between ISO/IEC 17025 and ISO 9001
- The alignment of the two standards and its implications
- The Eight Management Principles and its applications to the management of the Laboratory
- Familiarization with the intents of the ISO/IEC 17025:2005 Requirements: 25 elements: 15 management elements and 10 technical elements and their applications in the laboratory
- Highlights on:
 - Top management requirements & commitments
 - Management system: its
 - Integrity
 - Implementation
 - Maintenance
 - Improvement
 - Awareness of activities, its
 - Relevancy
 - Importance
 - Communications
 - Review
 - Performance
 - Objectives
 - Feedbacks
 - Analysis
 - Customer's satisfaction
 - Continual Improvements
 - Training Effectiveness
 - What to evaluated?
 - How to satisfy this requirement?
 - Assuring Quality
 - Out-of-tolerance
 - Pre-defined criteria
 - 'Planned actions'
- Laboratory Accreditation Process – process, requirements, benefits and implications

Registration form

Please register the following for the course on
"ISO/IEC 17025 Quality Awareness"

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.

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. Registration fee is inclusive of course materials, refreshments and lunch.
6. Closing date is 4 days before commencement of the course.

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ISO/IEC 17025



Administrative Details

Date: 20 February 2017
Time: 0900 – 1715
Venue: Plaza Mayang, PJ
Fees: RM 490 per participant
HRDF Claimable

Organized & Management by

WKS HOLDINGS SDN BHD

