

## Introduction

Quality Manual is the primary documentation of laboratory quality system and must provide a thorough description of the system.

This course provides participants with the tools necessary to **design, develop and maintain laboratory quality manuals and documents.**

Participants will learn what information the quality manual should contain, what writing style is most effective and how to keep the documents and quality manual up to date.

## Objectives

At the end of the course, participants are expected to:

1. Understand the intend of all elements in the ISO/IEC 17025:2005
2. To identify an appropriate structure for their documentation
3. Be able to develop Quality Manual appropriate to their organization, addressing the requirement of ISO/IEC 17025:2005

## Who Should Attend

1. Technical Managers, Quality Managers
2. Laboratory Managers, Supervisors
3. Management Representative, relevant Departmental Managers
4. Consultants, Assessors and Internal Auditors of laboratories
5. Document controller

## Course Contents

This course covers:

1. Documentation Requirements
2. Elements of Quality Manual
3. Art of writing Laboratory Quality Manual
4. Effective Documentation technique

## Course Presenter

**STEPHEN WONG** – is a **certified trainer by Human Resource Department (HRD) under the Ministry of Human Resource, Malaysia.** He is also 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 more than 26 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 (for 16 years) for the Institute of Quality Malaysia, an approved Quality Trainer for SIRIM and a Quality and Management Consultant to some companies in Malaysia. He is a Council Member 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.

## Programme

### Day 1

0900	Familiarization with ISO/IEC 17025:2005
1000	Break
1020	The Art of writing Laboratory Quality Manual Guidelines on ISO/IEC 17025:2005 Laboratory Quality Management System Implementation
	Lunch
1230	Guideline on how to document the Laboratory Quality Manual
1400	Break
1540	Guideline for the preparation of Quality Manual
1600	Q & A
1700	

### Day 2

0900	<b>Documenting the Management Requirements &amp; Workshops on drafting your LQM</b>
	- Organisation & Management, Quality System & Documentation
	- Review of work contracts, Subcontracting of work & Purchasing Control
1020	Break
1040	- Service to client & Handling of complaints
	- Control of nonconforming works & Improvement
	- Corrective and Preventive Actions
	- Handling of quality records, Quality System Reviews
1230	Lunch
1400	<b>Documenting the Technical Requirements &amp; Workshops on drafting your own LQM</b>
	- General technical requirements & Human Resources requirements
	- Accommodation & Environmental conditions
	- Methods and method validation
	- Control of laboratory equipment & Measurement traceability
1540	Break
1600	- Sampling requirements, handling of test and calibration items
	- Requirements on reporting results
1700	Finishing your Laboratory Quality Manual
1710	Q & A

## **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.

### **Registration form**

Please register the following for the course on "ISO/IEC 17025:2005 Quality Manual Writing"

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  
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ISO/IEC 17025:2005

QUALITY  
MANUAL  
WRITING

### **Administrative Details**

Date: 3 – 4 May 2010

Time: 0900 – 1715

Venue: Plaza Mayang, PJ

Fees: RM 850 per participant

Organized & Management by

**WKS HOLDINGS SDN BHD**

