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## Introduction

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This ISO/IEC 17025:2017 Lead Assessor course is designed to further develop participants' understanding of ISO/IEC 17025. It covers analysis of the standard clauses, effective and useful assessment techniques including planning for assessment, questioning skills, transactional analysis, report writing, etc. Besides, the course will prepare participants to meet technical demands of the assessment while providing practical exercises to aid comprehension. This course is invaluable for new assessors and as a refresher for long-time assessors of ISO/IEC 17025.

The certification examination is conducted on the last day. This is an ISO accredited course from Malaysia Register of Certificated Auditors (MRCA). MRCA is the Governing Body for the National Registration Scheme for assessor or Auditors of Quality System and Training Course Providers.

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## Objectives

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Upon completion of the course, participants would have gained the knowledge and understanding of:

1. The intent of all elements in the ISO/IEC 17025
2. The requirements of the Standard for Accreditation
3. Accreditation and signatory criteria and rules
4. Assessment team responsibilities and attributes
5. The Skills & Art of conducting an effective assessment for laboratory.

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## Who Should Attend

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Lead Assessors/Auditors, Auditors, Consultants, Management Representatives, Laboratory Managers and Internal Auditors of Laboratories. Participants should be familiar with the ISO/IEC 17025 requirements

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## Course Contents

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This 5-day course is specially structured to cover the following:

- Quality concepts for the laboratory
- Risk Based thinking
- Process approach
- Impartiality and confidentiality
- Understanding the ISO/IEC 17025:2017 Standard
- Management of Laboratories staff
- Understanding the conformity assessment structure
- Test Methods and their Validation
- Quality Control and Proficiency Testing
- Learning effective result based process auditing techniques
- Protocol for Open Meeting and Exit Meeting
- Interviewing and questioning techniques
- Assessment Reporting
- Handling of non-conformance – Identification and classification
- Corrective Action monitoring
- Risk Assessment techniques
- Accreditation and follow-up assessment
- Use and abuse of accreditation status
- VAK skills, transactional analysis and body language
- Practical role play of planning, running and reporting assessment

The presentation includes extensive workshops, case studies, simulation assessment and roles play activities to illustrate the key points and also to reinforce the practical application of the laboratory assessment.

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## Course Presenter

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**DR. STEPHEN WONG KAM SUN** – is a HRDC Accredited Trainer and an IQM Certified Expert in ISO/IEC 17025:2017 Standard for Testing, Calibration, and Sampling laboratories. He is a competent Quality Consultant, Trainer and qualified Lead Assessor/Auditor for both ISO 9000 and ISO/IEC 17025.

He is also an effective business management trainer. He holds at least six degrees/professional qualifications, namely, PhD (Sunway University), 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 38 years of management & training experience, including 32 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 and a Quality and Management Consultant to many companies in Malaysia. He was a Council Member of the Malaysian Institute of Management and a well-recognized trainer for MIM. He was also the Gen. Secretary of Malaysia Register of Certificated Auditors (MRCA).

He was a member (1991-2002) of the Malaysian National Accreditation Council of the Department of Standards Malaysia and sat on seven other national committees on ISO. Dr. Stephen Wong had 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 was also a member of the IATCA (now IPC) representing MRCA in the development of the ISO 19011 Auditing Standard for the ISO 9001 and the ISO 14001.

## Registration Form

Please register the following for the course on  
"ISO/IEC 17025:2017 Lead Assessor"

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: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Method of Payment:

Please made cheque payable to **WKS HOLDINGS SDN BHD** or transfer the payment to our **Public Bank account no: 3078894831** and send us a copy of the transfer slip.

Payment by HRDC grant must be approved before training starts.

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 e-mail to [admin@wks-h.com](mailto:admin@wks-h.com)
3. Payment of fee should be made 4 days before course commence.
4. Please made cheque payable to WKS HOLDINGS SDN BHD or transfer the payment to our Public Bank account no: 3078894831 and send us a copy of the transfer slip.
5. Notification of cancellation must be in writing received at least 4 working days prior to commencement of course (20% of course fee will be retained). Otherwise, full fee will still be charged.
6. The fees only covers course fees, materials, refreshments and lunch. Travels and accommodations are **not** included.
7. Closing date is 4 days before commencement of the course
8. 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.

**WKS HOLDINGS SDN BHD** (198401017072)

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47301 Petaling Jaya, Selangor DE

Tel : 03-78038188

Wong 012-3230984/Lim 016-4121603.

E-mail : [admin@wks-h.com](mailto:admin@wks-h.com)

<http://www.wks-h.com>

# ISO/IEC 17025:2017

# Lead Assessor



## Administrative Details

Date: 26 - 30 May 2025

Time: 0900 – 1730

Venue: Plaza Mayang, Petaling Jaya

Fees: RM 4,800 per participant

HRDF Claimable



Accredited Course

Organized & Management by

**WKS HOLDINGS SDN BHD**



Reg. No. : Q109988-A