

FACILITATOR EVALUATION FORM

Training: Ashbrooke Lead Auditor Course **Facilitator(s):** Ned Gravel

Location: Radisson Hotel, Ottawa **Date:** November 17 to 21, 2008

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?	0	0	1	4	4
Were they well defined?	0	0	0	6	3
Were they achieved?	0	0	1	4	4
Course Content:					
Was the material appropriate?	0	0	4	2	3
Complexity (1=too complex or too simple ← → Perfect=5)	0	2	4	3	0
Was the material clear to you?	0	4	0	5	0
Volume (1=too much or not enough ← → Perfect=5)	0	2	2	5	0
Did the handouts fit with this training - did they help?	0	1	1	6	1
Facilitator Methods:					
Did the facilitator allow sufficient discussion?	0	0	0	3	6
Did the facilitator encourage participation?	0	0	0	2	7
Did the facilitator help bring out new group ideas?	0	0	0	3	6
Did the facilitator help close out discussions?	0	0	0	4	5
Would you accept this facilitator again?	0	0	0	2	7
Catering and Facility:					
Was the seminar facility appropriate for the course?	0	1	7	1	0
Was the lunch and breaks service acceptable?	0	0	4	3	2

Comments	Response
The facilities at the beginning of the course weren't comfortable because of the size and lack of light with bathroom issues. The room was changed and was better from Wednesday onwards.	Understood. The room was changed when it became clear that this was no longer acceptable for the success of the course. It appears the hotel did not appreciate the needs of the participants until after the start of the course. Revised procedures for the acquisition of training facilities have been instituted.

Comments	Response
<ul style="list-style-type: none"> • A lot of confusion in the materials between requirements for ISO 9000 and ISO/IEC 17025:2005. The course was complex and sometimes confusing because of the ISO 9000 element and the material provided was in some cases more related to ISO 9000 instead of ISO/IEC 17025. • 9000 content confuses the 17025 content. Make it totally relevant to 17025 (especially with respect to questions, handout (case studies) and exam) • The differences between 17025 and 9000 made some of the exercises/questions/exam questions confusing. For us, using 17025 as the standard, the 17025 standard should be the only standard used in questions. This part got confusing at times. • Suggest practice exam be more focused on ISO 17025 than on ISO 9001 • More practice with evaluating incidents how they relate to the ISO 17025 standard. • The only thing I didn't like is the confusion between the 9000 and the 17025 approaches. • Clarification of materials with regards to ISO 9000 and ISO/IEC 17025:2005 would be nice. 	<p>These comments are very valuable. While it was thought that the course had sufficiently migrated away from 9001 to 17025, it appears that this is not so.</p> <p>CALA will now examine options to deliver a 17025-only course.</p>
<ul style="list-style-type: none"> • Would have preferred fruit with snacks. • Provide fresh fruit and yogurt during lunch and breaks. • Suggestion, fruit/yogurt would have been a treat. • It would have been nice to have been offered fresh fruit, yogurt and such along with the lunch service. 	<p>Noted. Will do for future courses.</p>
<ul style="list-style-type: none"> • Include the ISO 9001 approach to the P07 document for the preventive actions. • A better explanation of the International Standard in P07 could be considered by looking at a very similar approach that Ned had exercised in class with us! 	<p>P07 is a requirements document within the CALA Accreditation Program and it cannot contain examples of application of any standard. The CALA document that does this is T27, available on the CALA website, and offers tips and tricks on how to implement the standard. It may be used to highlight suitable approaches in future training.</p>
<ul style="list-style-type: none"> • Instructions for group projects were not always clear and well understood. • Would have preferred more quizzes about 17025 and subjects "ie- areas of the std that concern calibration" • Would have preferred more case studies to evaluate thoroughly (ie situations N/C, std sections) for homework • Would have preferred more "interview" situations (one on one). 	<p>These are very useful comments and the current structure of the course does not allow for much of their implementation. Modifying the overall approach of the course will be examined in light of these participant desires.</p>
<p>Section 1.2, pg 38 there is a quality management process model. It would be helpful to have this enlarged and placed near the instruction area for continuous reference especially when starting a new topic. This might help delegates stay focused on the process and where we are in the discussions about the standard.</p>	<p>This diagram is the ISO 9000 process model and its continued use will involve the preparation and use of a large chart for display during future courses.</p>
<p>Would have liked to have an evening room for group get together.</p>	<p>This can be easily arranged during future courses. Previous courses have often involved the participants making such a request – and is easily arranged.</p>

Other Comments:

- I strongly recommend the facilitator.
- Food was excellent, continuous improvement.
- Lunch service was good.
- An excellent instructor that opened my mind to many avenues that I never thought of!