

# FACILITATOR EVALUATION FORM

**Training:** Understanding ISO/IEC 17025      **Facilitator(s):** Ned Gravel

**Location:** Health Canada, Ottawa – Hosted      **Date:** October 19 and 20, 2009

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
<b>Course Objectives:</b>	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?				2	16
Were they well defined?			2	5	11
Were they achieved?				12	6
<b>Course Content:</b>					
Was the material appropriate?			1	8	9
Complexity (1=too complex or too simple ← → Perfect=5)		1	5	9	3
Was the material clear to you?			6	9	3
Volume (1=too much or not enough ← → Perfect=5)			5	8	5
Did the handouts fit with this training - did they help?		1	2	7	8
<b>Facilitator Methods:</b>					
Did the facilitator allow sufficient discussion?			1	2	15
Did the facilitator encourage participation?				2	16
Did the facilitator help bring out new group ideas?				3	15
Did the facilitator help close out discussions?				7	11
Would you accept this facilitator again?			1	3	14
<b>Catering and Facility:</b>					
Was the seminar facility appropriate for the course?			4	3	11
Was the lunch and breaks service acceptable?	1		7	3	7

Comments	Response
The massive binder need an index (of words) or an extensive table of contents	This is a good idea. Will create an index at the front of the binder.
Update version of P07 please	Done. New version now included in the binder.
This could be a 3-day course.	Currently, over 80% of all feedback indicates that this course might be shorter than two days. Will change to a three-day course if more participants think this is necessary.
Follow format with 17025 – bring in sequence.	Current sequence is important in understanding the actual requirements of the standard. When written, the standard followed the document architecture of ISO 9001:1994 – and it was later acknowledged that this was a flawed sequence. It is also important that participants understand that any laboratory quality system should be structured to work for the people in the laboratory – and not the other way round.

<b>Comments</b>	<b>Response</b>
<ul style="list-style-type: none"> <li>• Need slides to be more structured.</li> <li>• Connection between overhead slides and binder note (textbook) was not clear.</li> </ul>	<p>Slides paraphrase binder materials and do not repeat them. More emphasis will be placed on this relationship to future participants.</p>
<p>Numerous overhead slides were skipped, why?</p>	<p>When concepts have been grasped by participants, the slides that paraphrase the concept contained in the materials is sometimes skipped when time needs to be made up.</p>
<p>The uncertainty was a bit confusing; guess I need to take next course.</p>	<p>Uncertainty is a separate course. Its treatment on this course is only an overview.</p>

### **Other Comments**

- Thank you?
- Facilitator was great!!
- Ned is a great instructor at bringing up questions to cause discussions.
- Excellent training and delivery. Far exceeded my expectations.