

# ONLINE EVALUATION FORM

**Training:** Understanding 17025  
**Location:** Online

**Facilitator(s):** Ned Gravel  
**Date:** January 11 to February 05, 2010

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
<b>Course Objectives:</b>	√ as appropriate below				
Were the course objectives well defined?				1	
Were the course objectives achieved?				1	
<b>Course Material:</b>					
Was the course material appropriate?					1
Was the course content too complex?				1	
Was the course material clear to you?				1	
Was the course volume appropriate?				1	
Did the downloads fit with the training - did they help?				1	
<b>Threaded Discussion Area:</b>					
Did the course organization allow for sufficient discussion?				1	
Were you encouraged to post in the discussion area?				1	
Did the discussion posts help bring out new group ideas?			1		
Did the discussion posts help you understand the material?				1	
Would you recommend this course to others?					5

Comments	Response
It would be good if some examples were included (i.e. scenarios dealing with traceability, non-conformances, corrective and preventive actions) so that the person can gain a feeling what the standard requires as there are sometimes situations where it is not always clear if a non-conformance/ICAR should be issued or if the procedure is strictly adhering to the standard.	This is really a question of interpretation and while the definition of a non-conformance is simple "something not happening the way we wrote it should happen" understanding its importance can take some experience. We often confuse "identifying" a non-conformance with "issuing" an ICAR. The first is easy to do – it only involves us. The second requires passing judgement and involving others. This course is about the first one. Auditing courses deal with the second one.

### Other Comments

I found that the Interpretation of Requirements in ISO/IEC 17025:2005 and the CALA 15025:2005 Handbook were great documents to understand what the standard requires. Both are written in simple terms that are easy to follow and gives some "meat" to the "bones" of the standard. It was also great that access that was given to additional documents like the APLAC Internal Audit and Management Review guidelines, Estimation of Uncertainty Policy, etc. These also gave a better understanding of the requirements.