

## Understanding ISO/IEC 17025:2017

**Two Training Days (for 5 to 20 participants)**

**Three Training Days (for participants not normally working in English)**

### **Course Objectives**

To learn about ISO/IEC 17025 from one of its original authors. To learn its Principles and what it requires of laboratory staff.

### **Target Organisations**

This Training Course applies to testing and calibration laboratories and regulatory agencies seeking to specify 17025 within their policies and regulations.

### **Course Participants**

For all laboratory staff who

- Manage the laboratory
- Participate in the operation of the laboratory quality system
- Conduct tests or calibrations
- Train laboratory staff

### **Training Process**

This 2-day Training Course examines structural components of the standard. See the syllabus to the right. Quality system and technical requirements are grouped in a manner that makes them clear and understandable.

Technical considerations include traceability of measurement and estimations of uncertainty. Quality system discussions include easy-to-understand approaches (with sample forms provided) for continual improvement and handling of customer feedback.

The course contains extensive reference to common accreditation body interpretations and implementation guidance documents from ILAC, APLAC, VIM, and CITAC.

### **Syllabus**

#### **Day 1 - (09:00-16:30)**

Introduction and Approaches to Learning

Background and Principles

- The scope of lab operations  
-- **Break (15 minutes)** --
- Understanding competence
- Principles behind ISO/IEC 17025

Basic Technical Requirements

- Technical Component Overview
- QA and QC  
-- **Lunch (1 hour)** --
- Acquiring and manipulating samples
- Demonstrating competence in results

Measurement Requirements

- Traceability  
-- **Break (15 minutes)** --
- Uncertainty
- Calibration

#### **Day 2 - (09:00-16:30)**

Laboratory QMS Requirements

- Management structure
- Impartiality and Confidentiality  
-- **Break (15 minutes)** --
- Control of Documents and Records
- Selling Competence
- Buying Competence and Conformance  
-- **Lunch (1 hour)** --

Laboratory Continual Improvement

- The Seven sources of issues
- Addressing deviations  
-- **Break (15 minutes)** --

Internal Audit and Management Review

***International Delivery?** The course is normally lengthened to three days to cater to participants whose native language is not English.*

### **Contact Us:**

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