# CALA Training Newsletter

## Check out the 2017 schedule!

The courses that are currently on the in the first half of 2017 are listed below. Please note that courses may be added to the schedule upon demand. Check http://www.cala.ca/t_sched.html for the most up-to-date schedule.

### Classroom Courses

| Date | Course | Location |
|------|--------|----------|
| **February** | | |
| Feb 6-7 | Root Cause Analysis (2 half days) | Virtual |
| Feb 14-15 | Understanding ISO/IEC 17025 (2 days) | TORONTO |
| Feb 16-17 | CALA Internal Auditor Course for ISO/IEC 17025 (2 days) | TORONTO |
| Feb 23-24 | Laboratory Internal Calibration (2 half days) | Virtual |
| **March** | | |
| Mar 1-3 | Understanding ISO/IEC 17025 (3 half days) | Virtual |
| Mar 29-30 | Introduction to Control Charts (2 half days) | Virtual |
| **April** | | |
| Apr 3-5 | CALA Internal Auditor Course for ISO/IEC 17025 (3 half+ days) | Virtual |
| Apr 20-21 | Method Development and Validation (2 half days) | Virtual |
| Apr 25-26 | Advanced Concepts for Control Charts (2 half days) | Virtual |
| **May** | | |
| May 8-9 | Root Cause Analysis (2 half days) | Virtual |

## 2017 Training Calendar (cont)

| May 15-16 | Understanding ISO/IEC 17025 (2 days) | EDMONTON |
|---|---|---|
| May 17-18 | CALA Internal Auditor Course for ISO/IEC 17025 (2 days) | EDMONTON |
| May 16-17 | Measurement Uncertainty (Analytical Chemistry)(2 half days) | Virtual |
| May 30-31 | Introduction to Control Charts (2 half days) | Virtual |
| June | | |
| Jun 6-7 | Laboratory Internal Calibration (2 half days) | Virtual |
| Jun 20-21 | Advanced Concepts for Control Charts (2 half days) | Virtual |
| Jun 27 | Preventive and Corrective Action (half day) | Virtual |

For more information or to register go to: http://www.cala.ca/t_sched.html.

Courses are added based on demand. If you are looking for a course that is not listed here, contact us at training@cala.ca or 613-233-5300.

# Upcoming Webinars

| DATE | WEBINAR<br>All Webinars run at 1:00 ET |
|---|---|
| Feb 8 | Primer on Computer Security for Employees |
| Feb 22 | Method Selection under ISO/IEC 17025 |
| Mar 8 | How to Manage Difficult Conversations |
| Mar 22 | Overview of Laboratory Accreditation |
| Apr 6 | Chairing Effective Meetings |
| Apr 19 | The Digital Revolution: Apps in the Laboratory |
| May 10 | Re-energizing teams |
| May 24 | Role of Laboratory Manager in the Accredited Laboratory |
| June 14 | Coaching skills |
| June 28 | How to audit management requirements |

For more information, or to register, go to: http://www.cala.ca/t_olt_webinars_pubs.html

# Training on ISO/IEC 17025:2017

CALA will be offering a new course that covers the changes made to ISO/IEC 17025 in the upcoming revision. This one-day course will cover what is new in the standard, the impact to your existing quality system, and what steps you need to take to comply with the revised standard.

This course and the updated version of the *Understanding ISO/IEC 17025:2017* course will be available in September.

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# Information on the ISO/IEC 17025 DIS

The Draft International Standard (DIS) of ISO/IEC 17025 is available for comment.

A copy of the draft is available at: http://www.cala.ca/ISO_IEC_17025_revision.pdf

(A French version is also available; if you would like to receive it, please contact Colleen Cotter directly at ccotter@cala.ca)

## Options to comment:

1) Linda Neimor from ALS represents CALA stakeholder laboratories on a joint subcommittee of the International Laboratory Accreditation Cooperation (ILAC).  She has volunteered to collect and collate comments on behalf of CALA laboratories, and will submit them to the Standards Council of Canada (SCC) mirror committee.  Linda must receive your comments by February 13, 2017, as she needs time to collate them prior to submission.  The comment table must be used (the link is below) and it may be submitted directly to Linda at the following e-mail address: Linda.Neimor@ALSGlobal.com

2) You may join the SCC Mirror Committee on Conformity Assessment, and provide comments directly to the SCC.  Taking this approach, you will be able to make comments up until February 28, 2017.  Another advantage of this approach is that you will be kept up-to-date with developments in the revision process and other activities related to standards and conformity assessment. To gain access to the forum, please send your full name, address, and e-mail address to Mr. Daniel Ethier, SCC (dethier@scc.ca) so that you can be added to the forum.

## IMPORTANT INFORMATION

For comments to be forwarded to ISO/CASCO 44 for consideration, comments must be constructive.  If you do disagree with a requirement, you must provide an alternative or some suggested wording.   Clearly identify the clause or sub-clause to which you are referring.

The comment table is available at: http://www.cala.ca/ISO_commenting_template_revision.doc

Please do not alter the width of the columns in this table and use only text – do not insert tables.

If you have any questions or concerns, please do not hesitate to contact

Colleen Cotter
Accreditation Manager
CALA

# Strategies for capturing and sharing employee knowledge

Accredited laboratories require a lot of documentation to ensure that polices, processes and procedures are available to the staff that uses them. Despite the attention paid to capturing this information, there is a lot of knowledge held by staff that goes undocumented and that may be lost to the organization if the worker leaves. This knowledge base includes information such as knowledge about clients, products, and processes that are not part of the quality system. Some of this information is the driving force behind innovation in the laboratory. It includes the understanding about why some decisions were made, alternatives that were not pursued, or activities that were attempted and potential causes for the lack of success.

Much of the undocumented information may be important when training a replacement for a staff member. To ensure continuity, every laboratory needs to assess both the written knowledge and the 'undocumented knowledge.' You need to identify what undocumented knowledge needs to be captured and stay with the organization. Once the knowledge is identified you need a strategy on how to get that knowledge 'downloaded' from the appropriate staff members.

There are several actions you can take to capture the undocumented knowledge that is essential to your organization.

1.  Identify the knowledge gurus. Who are the people that others turn to when they need additional information about tasks, decisions, clients etc.? Who has that reservoir of suggestions of things to try to deal with the idiosyncrasies of the equipment? Who are the people who's knowledge and input is missed when they are away for even a few days?

2.  Identify the knowledge. What is the information that needs to be captured? What types of questions get asked of the gurus?

3.  Commit to the transfer of information. When you know someone will be leaving (e.g. retirement) put actions in place to capture the knowledge. Assign staff members to specifically learn and document critical information.

4.  Reward the sharing of information. Make sure your staff knows you value the sharing of information. You won't always get advance notice of departures, so creating an environment where information is shared will benefit both your staff and your laboratory.

CALA
Training Service