

CALA Training Newsletter

Upcoming courses

The courses scheduled from April through June are listed below. Please note that courses may be added to the schedule upon demand.



Check <http://www.cala.ca/training> for the most up-to-date course list.

Classroom Courses

Date	Course	Location
April		
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
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/training>

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Upcoming Webinars

DATE	WEBINAR
	All Webinars run at 1:00 ET
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/training>

Also check out our recorded webinars. There are over 80 recordings to choose from.

The new CALA Training Storefront is Live!

CALA Training is happy to announce the launching of our new storefront.

The new storefront allows you to quickly search for the courses and webinars you need.

Looking for a specific course in your location? Click on the courses menu and get the full list of courses available. Use the filtering options on the page to find your course by name, location and/or type.

Webinars are now easy to find. Click on the webinar menu and then you can narrow your search by using the filtering options to see the topics you are interested in.

Registering is now done online. Simply select the courses you want, and then follow the checkout process.

CALA Institutional Voting Members – remember to use your membership number to get your discount! Just enter it in the discount field when you check out.



Invoicing for training is still available – If you prefer to pay by invoice, contact Maria at training@cala.ca or 613-233-5300 x221.

Is your internal audit digging deep enough?

A lot of time and effort is put into auditing. You want to make sure that your audits are giving you the best information possible.

Some common problems with audits include:

- Audits that just skim the surface and don't dig in deeply enough to uncover potential issues.
- Auditors that ask the same questions every year. Typically these audits are run with a checklist that is never updated and additional questions are not asked.
- Audits that only include auditees from the laboratory and does not look at other areas that have responsibilities in the Quality System such as upper management, IT, Purchasing, etc.



Audit Check-Up

Take a look at the list some audit best practices below and see which ones you are using in your internal audits.

- If using audit checklists, coach the audit team on the expectation that they will add their own questions to the interviews, based on document reviews.
- Ask auditors to provide details on which parts of the test methods or other procedures they audited. For example, if they could only audit the first half of the procedure due to time constraints, you can ask next year's auditor to audit the second half.
- Do a thorough audit of a few test methods and other procedures every year. Track which procedures get a thorough audit each year and cycle through all your procedures in subsequent audits.
- Where possible, your auditors should be independent of the area being audited. This includes the audit of your management processes. The Quality Manager should not be auditing their own processes and procedures.
- Have your audit team do a debrief session after every audit. They should look at what went well in the audit and what could be improved. The team should document recommendations on what can be done to improve future audits.
- Provide your auditors with feedback on their auditing skills. The Quality Manager, Lead Auditor or another qualified person should observe the audit interviews and review findings. Give feedback on both the areas being done well and skills that need to be improved.
- If your organization does performance evaluations include auditing as one of the outcomes for auditors. Provide the auditor's manager with feedback on the auditor's performance on the audit to include in the evaluation.
- Expect auditors to audit beyond the laboratory floor. If they are auditing a procedure where upper management or another department has responsibilities, facilitate audit interviews with those areas.
- Periodically include a check on items such as method validation, and comparing laboratory version of the method to the standard method.
- Coach your auditors on how the testing methods fit into the overall quality system.

The better the auditors understand the full quality system, the more thoroughly they will be able to conduct an audit.

- ❑ Encourage your auditors to observe testing methods in addition to interviewing the analysts.
- ❑ If feasible, bring in internal auditors from another lab, and send your auditors out. Fresh eyes on the laboratory's processes will give you a new perspective on your quality system.
- ❑ Provide training to your auditors, including the opportunity to upgrade their skills.

If there are items on this list you have not included in your audit, consider implementing some of them on your audit.

If you need to train your auditors, CALA provides two courses - *Internal Auditor for ISO/IEC 17025* and *Lead Auditor for ISO/IEC 17205*.

CALA Training also has some webinar recordings on auditing skills, including *Skill Sharpening for Internal Auditors*, and *The Top 12 Questions to Ask During an Internal Audit*.

For more information on Internal Auditor courses and webinars go to <http://www.cala.ca/training>

Introducing the new CALA Training blog

CALA Training will keep you up to date on upcoming training, plus provide articles of interest in our new blog. The blog can be found on the new CALA Training storefront at <http://www.cala.ca/training>.

Track your training on the new CALA Training Portal

CALA Training is using a new learning management system. All your CALA training will now be tracked in the CALA Training Portal. When you register in a course on the new CALA Training storefront, your course will automatically be added to your account on the CALA Training Portal. All your course details will be available in the portal.

If you are taking a virtual course, you will connect to the virtual classroom through the portal. Your course materials will also be available for download.

Once you complete your course, your certificate will be available in the portal for download.

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