



## Care and Feeding of a Lab QMS

### Two Training Days

#### What?

Provide participants with the tools (skills and knowledge) required to manage a laboratory quality system (conformant with ISO/IEC 17025) with less effort.

#### Who?

For all laboratory staff who participate in the operation of the laboratory quality system:

- Conducting testing or calibration
- Supporting laboratory activities
- Managing the laboratory quality system
- Training laboratory staff
- Managing the laboratory

#### How?

Equal parts presentation and discussion. Provide participants with better understanding of how the requirements in ISO/IEC 17025 can be met. Discuss conformance options over the two days of the course.

The course contains extensive reference to the Canadian and international interpretation and implementation guidance documents which are used by accredited laboratories.

#### When?

09:00 - 16:30 for both days

#### Syllabus

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

Introduction and Objectives

- Course aims
- Approaches to learning

Background and Principles

- What drives "Quality"
- Competence in a laboratory
- Principles behind ISO/IEC 17025
- Quality objectives and structure

- - Break (15 minutes) - -

Measurement Requirements

- Uncertainty and traceability
- Correlations between them

- - Lunch (1 hour) - -

- Acceptable calibrations
- Establishing calibration cycles

- - Break (15 minutes) - -

Basic System Requirements

- Documents and records (samples)
- Software and computers

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

Laboratory Continual Improvement

- Basic concepts and approaches
- Simple improvement tools

- - Break (15 minutes) - -

- Corrective & Preventive action

Measure and Monitor a Lab QMS

- Internal audit
- Management review
- Responsibilities for processes
- Close out and follow up

- - Break (15 minutes) - -

Working a Lab QMS

- Support the quality system
- Continued development of the quality system
- Training requirements and records

**Call us at (613) 233-5300**

or

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