



Understanding ISO/IEC 17025:2005

Two Training Days

What?

Learn about the international laboratory competence standard from one of its authors. Examine its underlying principles and concepts. Understand its requirements.

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?

This 2-day Training Course is offered by CALA and examines both the quality system and technical requirements within the standard, including traceability of measurement and estimations of uncertainty. It contains easy-to-understand approaches to continual improvement and handling of customer feedback.

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

Syllabus

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

Introduction and Objectives

- Course Aims
- Approaches to Learning

Background and Principles

- What drives "Quality"
- - **Break (15 minutes)** - -
- Competence in a Laboratory
- Principles behind ISO/IEC 17025
- Quality Objectives and Structure

- - **Lunch (1 hour)** - -

Basic System Requirements

- Structure and Approaches
- Documents and Records
- Software and Computers
- Demonstrating Competence
- Acquiring Competence

- - **Break (15 minutes)** - -

Laboratory Continual Improvement

- Basic Concepts and Approaches
- Continual Improvement Tools

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

Measure and Monitor a Lab QMS

- Internal Audit
- Management Review

- - **Break (15 minutes)** - -

Basic Technical Requirements

- People, Processes and Plant
- Quality Control and Procedures

- - **Lunch (1 hour)** - -

- Sampling and Sample Handling
- Reporting the Results

Measurement Requirements

- Uncertainty and Traceability
- - **Break (15 minutes)** - -
- Correlations between them.

Call us at (613) 233-5300

or

Visit <http://caaal.dameco.com/Coursesoffered.asp> for this course on line