

## COLLATION OF PARTICIPANT COMMENTS

**Training:** 17025 Training

**Location:** Westin Hotel, Edmonton

**Session (s):** 25 May 2001

**Facilitator(s):** Ned Gravel

Item	Met Participant Needs?					Tot
	1 No	2	3 OK	4	5 Yes	
<b>Course Objectives:</b>	<i>√ as appropriate below</i>					
Were you given the opportunity to help define them?	5	0	7	8	16	36
Where they well defined?	0	0	6	16	15	36
Where they achieved?	0	0	6	21	9	36
<b>Course Content:</b>						
Was the material appropriate?	0	0	4	17	17	38
Complexity (too complex) or (too simple) <i>circle one</i>	1	0	22	8	3	34
Clarity (clear) or (fragmented/unclear) <i>circle one</i>	0	1	17	11	6	35
Volume (too much) or (not enough) <i>circle one</i>	0	1	13	8	16	38
Did the handouts fit with this training - did they help?	0	1	8	13	16	38
<b>Facilitator Methods</b>						
Did the facilitator allow sufficient discussion?	0	0	3	12	23	38
Did the facilitator encourage participation?	0	0	1	11	25	37
Did the facilitator help bring out new group ideas?	0	0	4	14	19	37
Did the facilitator help close out discussions?	0	0	3	15	19	37
Would you accept this facilitator again?	0	0	4	12	21	37

### Major Issues for Participants

#	Issue	Potential Resolution
1	Make examples more relevant to an environmental testing audience.	Working on it. Hampered by wealth of experience in unrelated fields. Will draw on experiences of others within the appropriate field of testing.
2	Evolving interpretations of 17025 should be made available to labs	Will approach SCC to determine whether or not the interpretive guide (D92.5) can be made available to the labs.

**Other Comments:**

- Excellent job
- This went way beyond my expectations and will help enormously to write our Quality Manual, develop our system to meet CAEAL accreditation standards.
- More information on electronic transfer and LIMS validation
- More examples of solutions in real laboratory quality management
- More concrete examples of implementing changes from all sectors: tox, analytical, medical etc.
- Interesting and dynamic presentation. No problem staying awake.
- Good presentation. A very clean and concise set of requirements of which items should be specifically address in the QAM as a result of the change from Guide 25 to 17025.
- Nicely covered and explained - great presentation
- A few pages that highlight the new requirements of 17025 vs Guide 25 would be useful. This would be more concise than the overheads.
- Guess I know more than I thought!! Did not learn much but that is OK.
- There are still a lot of issues to be clarified on the ISO/IEC 17025. They will be resolved over time as the auditors gain more experience.
- Only suggestion is to check examples for relevance to the group and avoid ambiguities.