ISO / IEC 17025:2005

DESIGNING THE QUALITY MANAGEMENT SYSTEM TO ISO / IEC 17025:2005
(3 days)

5 Workshops!

Objective

The successful participant will understand the requirements in designing, developing and implementing a Quality Management System suitable for use with the ISO / IEC 17025:2005 Standard.

Persons who should attend this course include those:

- Responsible for managing their current Quality Management Systems,
- Individuals designing and implementing new Quality Management Systems, and
- Individuals redesigning and implementing existing Quality Management Systems.

Overview

This 3-day *Designing the Quality Management System to ISO / IEC 17025:2005* Training Course offered by Ashbrooke introduces participants to the applications of the ISO / IEC 17025:2005 and the Quality Management System.

This course examines and explores these areas:

- *Getting Started ... The Implementation Programme,*
- *The Quality Management System Structure,*
- *Documents and Records,*
- *System Management and Controls*
- *Process Mapping,*
- *Building the Quality Management System,*
- *Technical Requirements.*

Over 50% of the course timing includes 5 inter-active workshops that assists in the participant's knowledge and application of Quality Management System design, development and implementation. These workshops are:

- *The Implementation Programme*,
- *Defining the QMS Structure*,
- *Process Mapping,*
- *Building the Quality Management System,*
- *ISO / IEC 17025 Process Audit.*

Designing, documenting and implementing a Quality Management System can be time-consuming and expensive. The primary mission of this course is to ensure that investments made achieve positive results.

See over for Course Content ...

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Course Content

DAY 1 - 8:30 - 5:30

Course Objectives
Course Programme
Delegate Evaluation

The start …
- Creating a Course of Action … The Implementation Programme
- Implementation Planning

Quality Management System Structure
- Policy Document
- Process Procedures
- Task Instructions
- Planning

Documents and Records

System Management and Controls

Quality Management System Model
- Technical Competence and Test Result Validity
- Customer Focus
- Continual Improvement
- Quality Objectives and Targets

Workshop - Case Study 1 - The Implementation Programme

Workshop - Case Study 2 - Defining the QMS Structure

Mapping ISO / IEC 17025 Requirements
- Looking at the Organization

Discussion and Wrap-up

DAY 2 - 8:30 - 5:30

Flowcharting Processes
- Systemic Level
- Process Level
- Task Level

Workshop - Case Study 3 - Process Mapping

Building the Quality Management System
- Commitment to Quality Policy (Policy Document)
- Procedures Manual (Process Documents)
- Work Instructions (Task Documents)

Workshop - Case Study 4 - Building the Quality Management System

Discussion and Wrap-up

DAY 3 - 8:30 - 5:30

Accommodation and Environment

Samples and Sample Handling
- Items for Test and/or Calibration

Technical Document Requirements
- System Procedures
- Other Documents (master lists (equipment, procedures, etc), training records, subcontractors, etc)
- Records
- Procedures for Accredited vs. Non-Accredited Tests, Scope

Laboratory Equipment
- Calibration and Traceability
- Maintenance

Measurement Traceability
- Calibration
- Reference Standards and Reference Materials

Method Validation
- Estimation of Uncertainty of Measurement
- Standard Methods
- Non-Standard Methods
- Laboratory-Developed Methods

Assuring Quality of Test and Calibration Results
- Proficiency Testing
- Statistical Process Charts (control charts calibration checks, calibration standards and test results)
- QA and QC checks
- The “Second Set of Eyes”

Reporting Results
- Results Approval
- Test Reports and Calibration Certificates - Original Results
- Retests and Non-Conforming Results
- Reporting Uncertainties of Measurement

Corrective and Preventive Actions, Customer Feedback, Continual Improvement

Workshop - Case Study 5 - ISO / IEC 17025 Process Audit

Discussion and Wrap-up