



**Laboratory Quality Management Training
on
ISO/IEC 17025:2005
and
Internal Auditing**

17 – 19 March 2010
and
23 – 24 March 2010

Organized by

**Hong Kong Association for
Testing, Inspection and Certification Ltd.**

Website: www.hktic.org
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Tel.: 2542 8664
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This two-module course provides comprehensive training to participants who implement and manage ISO/IEC 17025:2005 and conduct internal audits.

Objective

This two-module course focuses on laboratory management. It fully explains the basic requirements of ISO/IEC 17025:2005 (the international standard which HOKLAS accreditation based upon) and discusses the effective execution of the laboratory management system. Emphasis is given to the practice and application of the system to **improve the reliability and productivity of laboratories.**

On completion of this two-module course, participants shall have adequate knowledge to **implement and manage a laboratory management system in accordance to the ISO/IEC 17025:2005 and conduct internal audits.**

Feature

This two-module course consists of the following:

Module 1	Laboratory Quality Management
Module 2	Internal Audit

It is designed and delivered by experienced laboratory executive professionals who have been actively involved in HOKLAS accreditation and assessments. Each instructor has over ten years of solid experience in laboratory operation, in which at least five years are within a HOKLAS accredited laboratory.

Outline

Module 1

Laboratory Quality Management

Day 1

1. Management System

- Overview
- Difference between certification and accreditation
- Accreditation bodies
- Benefits of accreditation
- Local industry association

2. ISO/IEC 17025:2005 Framework

3. The First Party

- Organization
- Top management
- Technical management
- Personnel (overview)
- Training (overview)

4. The Second Party

- Customers
 - Work management
 - Customer satisfaction
- Subcontractors
- Suppliers

5. Information Management (General)

- Documents
- Records
- Data

6. Continuous Improvement

- Internal audits
- Nonconforming works
- Complaints
- Root cause analysis
- Correction, preventive and corrective actions and improvement

Day 2

7. Staff Competence
 - Personnel
 - Training
8. Equipment Qualification
 - Verification
 - Calibration
 - Maintenance
9. Consumable Qualification
 - Reference standards and materials
 - Critical items
 - General items
10. Measurement Traceability
11. Environmental Conditions
12. Sample Management
 - Sampling
 - Handling

Day 3

13. Method Performance
 - Standard, non-standard and laboratory-developed methods
 - Method validation
 - Estimation of measurement uncertainty
14. Quality Assurance
 - In-process quality control
 - Proficiency tests and interlaboratory comparisons
 - Control charts
15. Information Management (Specific)
 - Documents
 - Records
 - Data
16. Reporting

Module 2 Internal Audit

Day 1

1. Background
 - Objective
 - Review of ISO/IEC 17025:2005
2. Preparation
 - Scope and standards
 - Audit schedule
 - Auditor and auditee
 - Document review
 - Exercise

Day 2

3. Auditing Skills
 - Data analysis
 - Questioning techniques
 - Witnessing demonstration
4. Follow-up
 - Report preparation
 - Review and closing
 - Root cause analysis
 - Formulation and implementation of action plans

Who Should Attend

This two-module course is designed for participants who want to understand and refresh on the laboratory management in accordance to ISO/IEC 17025:2005 / HOKLAS accreditation framework. Common participants include operation manager, professional and technical staff, quality manager, internal auditor, approved signatory and other staff who need to implement the system and participate in laboratory accredited activities.

Date

Module 1
Laboratory Management System
Wednesday-Friday
17 – 19 March 2010 (3 days)

Module 2
Internal Audit
Tuesday and Wednesday
23 – 24 March 2010 (2 days)

Time

9:30am to 5:00pm

Venue

Gabuji Laboratory Technical Services Ltd.,
Room 1503-05, Westin Centre,
26 Hung To Road,
Kwun Tong, Kowloon.

Instructors

Mr. K. M. GABUJI

Mr. Andy WONG Wing Hong

Mr. Jason WONG Hung Fai

No. of Participants

23 and 18 persons for module 1 and 2 respectively, on a first-come-first-served basis (Priority will be given to members).

Registration

1. Complete the registration form
2. Prepare a crossed cheque payable to "Hong Kong Association for Testing, Inspection and Certification Ltd." for the fee

3. Send the completed registration form and signed cheque to the following address:

Hong Kong Association for Testing,
Inspection and Certification Ltd.
1/F., C.M.A. Building,
64 – 66 Connaught Road,
Central, Hong Kong.

Fee

Module 1 (3 days)
HK\$ 4,350 for HKTIC members
HK\$ 4,650 for non-members

Module 2 (2 days)
HK\$ 2,700 for HKTIC members
HK\$ 2,900 for non-members

This fee covers course notes, handouts, and daily complimentary lunches. Refreshments will be available during the course.

Fees will be refunded for unsuccessful registration or course cancellation.

Deadline

12 March 2010

Assessment

There will be an assessment in the form of a written examination at the end of each module. Those that pass the exam will receive a 'Certificate of Achievement' from HKTIC. Others will receive a 'Certificate of Completion'.

Enquiry

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HKTIC Organized

Laboratory Quality Management Training
on
ISO/IEC 17025:2005 and Internal Audit

Registration Form

Participants: Suitable for operations manager, professional and technical staff, quality manager, internal auditor, (HOKLAS) authorized representative and approved signatory

Course Content: Please refer to the detail course outline

Date: Module 1 (17 – 19/3/2010) and Module 2 (23 – 24/3/2010)

Time: 9:30am – 5:00pm

Venue: Gabuji Laboratory Technical Services Ltd., Room 1503-05, Westin Centre, 26 Hung To Road, Kwun Tong, Kowloon.

No. of Participants: 23 and 18 persons for module 1 and 2 respectively, on a first-come-first-served basis (Priority will be given to HKTIC member).

Participant: Dr./Ir./Mr./Mrs./Ms./Miss _____
(Name to be shown on the certificate) (Full name in block letters, surname first)

Title: _____

Organization: _____

Membership: HKTIC member Non-member (Please tick as appropriate)

Course Taken: Module 1 Module 2 Module 1 and 2 (Please tick as appropriate)

Address: _____

Contact No.: _____
Telephone Fax e-mail

Email: _____

Sum (HK\$): _____

Payment: _____
Cheque No. Amount Bank

Receipt Recipient: Not Required Organization Participant (Please tick one)

Please send a signed crossed cheque payable to "Hong Kong Association for Testing, Inspection and Certification Ltd." for the fee and the completed registration form(s) on or before 12 March 2010 to the following address:

Hong Kong Association for Testing, Inspection and Certification Ltd.
1/F., C.M.A. Building,
64 – 66 Connaught Road,
Central, Hong Kong.
Tel.: 2542 8664 (Ms. Blondi Cheung)
Fax.: 2541 8154