
INTRODUCTION

This course gives participants the knowledge needed to **establish an internal quality audit program** as required by ISO/IEC 17025 standard, and to initiate the sequence of activities involved in scheduling, planning, conducting, reporting on and closing out internal quality audits. Participants will be able to employ effective techniques of auditing and the ability to develop the auditing procedures, scheduling and recording systems needed to sustain the program.

Participants will gain knowledge on the development, implementation and long-term maintenance of an effective laboratory quality management system.

In addition, participation in a simulation audit enables participants to develop and refine the knowledge and skills they learn in this course.

OBJECTIVES

1. To provide an in-depth understanding of the requirements of the ISO/IEC 17025 standard
2. To be able to establish and conduct internal quality audits
3. To learn effective questioning techniques to obtain audit evidences and findings.

WHO SHOULD ATTEND

1. Quality Managers
2. Laboratory Managers, Supervisors
3. Management Representatives, relevant Departmental Managers
4. Consultants
5. Laboratory Internal Quality Auditors
6. Quality Personnel

COURSE PRESENTER

STEPHEN WONG – is a **certified trainer by Human Resource Department (HRD) under the Ministry of Human Resource, Malaysia**. He is also an excellent Quality Consultant and trainer for ISO 9000 and ISO/IEC 17025 for many companies and laboratories. He is also an effective management trainer. He holds a degree in Chemistry (UM), Diploma in Marketing (CIM, UK) and Certified Diploma in Accounting & Finance (ACCA, UK). A qualified Lead Assessor for both the ISO 9000 and ISO/IEC 17025. He did his Business Management Studies in the Cranfield School of Management, UK. He has more than 26 years of management & training experience, including 18 years in quality training and consultancy. He has more than 30 years of working experience, mostly in top management and entrepreneurial development.

He was the Hon. Secretary (for 16 years) for the Institute of Quality Malaysia, an approved Quality Trainer for SIRIM and a Quality and Management Consultant to some companies in Malaysia. He is a Council Member of the Malaysian Institute of Management and is also a well-recognized trainer for MIM. He is also the Gen. Secretary of Malaysia Register of Certificated Auditors (MRCA) since its inception in 1998.

PROGRAMME

| Day 1 |

0900	Introduction
0920	Purpose and Benefits of Internal Audits <ul style="list-style-type: none">• Types of Audits• Requirements of Audits
1040	Tea Break
1100	Overview of the ISO/IEC 17025:2005 Standard Workshop 1
1230	Lunch
1400	Roles & responsibilities of Auditor
1440	Skills for effective Audits
1540	Tea Break
1600	Planning Audit Schedule and audit Preparation Workshop 2
1715	Q & A

| Day 2 |

0900	The audit process – an overview <ul style="list-style-type: none">• Entrance & Exit Meeting• Execution of Audit• Audit Reporting• Follow up
1020	Tea Break
1040	Audit Findings <ul style="list-style-type: none">• Nonconformance – Identification, Categorization and follow-up• Corrective action statement Workshop 3
1130	Audit Checklists and Questionnaires <ul style="list-style-type: none">• How to go about• What to look for
1230	Lunch
1400	Workshop 4
1500	Use & Abuse of Auditors' Authority
1520	Tea Break
1540	Workshop 5: Simulation Audit <ul style="list-style-type: none">• Commencing the audit• Conduct Internal Audit investigation• Audit Report Writing• Presenting Audit Reports
1640	Effective Listening and Communication Skills
1715	Q & A

REGISTRATION GUIDELINES & PROCEDURES

1. Early registration is encouraged. Participants shall be registered on a first-come-first-served basis.
2. Register by completing attached form and return by fax or e-mail.
3. Payment by crossed cheque / postal order made payable to WKS HOLDINGS SDN BHD together with registration form, to be received at least 4 days before the course commences.
4. Notification of cancellation must be in writing received 4 working days prior to commencement of course (20% of course fee will be retained). Otherwise, full fee would still be charged.
5. Registration fee is inclusive of course materials, refreshments and lunch.
6. Closing date is 4 days before commencement of the course.

REGISTRATION FORM

Please register the following for the course on "ISO/IEC 17025:2005 Internal Quality Audit"

Name: _____

Designation: _____

Name: _____

Designation: _____

(please attached extra list if more than two participants)

Name & Address of Company: _____

Contact Person: _____

Designation: _____

Tel: No: _____ Fax: _____

E-mail: _____

I/We have enclosed a cheque no: _____ for
RM _____ made payable to WKS HOLDINGS SDN
BHD.

Signature: _____

Date: _____

WKS reserves the right to cancel or postpone the course in the event of unforeseen circumstances. However, in such an event, participants would be informed as early as it could possibly permit.

WKS HOLDINGS SDN BHD (129630-A)
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ISO/IEC 17025:2005

Internal Quality Audit

Administrative Details

Date: 26 – 27 April 2010

Time: 0900 – 1715

Venue: Plaza Mayang, PJ

Fees: RM 850 per participant

Organized & Management by

WKS HOLDINGS SDN BHD

