

---

## Introduction

---

This Lead Assessor / Auditor Training course is developed and designed based on the requirements of the ISO/IEC 17025 International Standard. The course covers analysis of the standard elements, effective and useful assessment techniques including questioning skills, VAK Practices, transactional analysis, etc. which are equally important to equip all participants with the leadership and probing techniques necessary for an effective assessment.

The certification examination is conducted on the last day. This course is an ISO accredited course from Malaysia Register of Certificated Auditors (MRCA). MRCA is the Governing Body for the National Registration Scheme for assessor or Auditors of Quality System and Training Course Providers.

---

## Objectives

---

Upon completion of the course, participants would have gained the knowledge and understanding of:

1. The intent of all elements in the ISO/IEC 17025
2. The requirements of the Standard for Accreditation
3. Accreditation and signatory criteria and rules
4. Assessment team responsibilities and attributes
5. The Skills & Art of conducting an effective assessment for quality and especially for laboratory.

---

## Who Should Attend

---

Lead Assessors/Auditors, Auditors, Consultants, Management Representatives, Laboratory Managers and Internal Auditors of Laboratories. Participants should be familiar with the ISO/IEC 17025 requirements

---

## Course Contents

---

This 5-day course is specially structured to cover the following:

- Quality concepts for the laboratory
- Development and implementation of an effective quality management systems
- Interpreting and understanding the ISO/IEC 17025:2005 Standard
- Management of Laboratories staff
- Understanding the conformity assessment structure
- Test Methods and their Validation
- Quality Control and Proficiency Testing
- Health & Safety – HASE – Hazard identification and Evaluation
- Integrated management system – Quality, Health and Safety and Environment
- Learning effective auditing techniques
- Protocol for Open Meeting and Exit Meeting
- Interviewing and questioning techniques
- Assessment Reporting
- Handling of non-conformance – Identification and classification
- Corrective Action monitoring
- Accreditation and follow-up assessment
- Use and abuse of accreditation status
- VAK skills, transactional analysis and body language

The presentation includes extensive workshops, case studies, simulation audit and roles play activities to illustrate the key points and also to reinforce the practical application of the laboratory assessment.

---

## Course Presenter

---

**STEPHEN WONG – is a Certified Trainer by the Human Resource Department (HRD) of the Ministry of Human Resource, Malaysia.** He is 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 28 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 (16 years) for the Institute of Quality Malaysia, an approved Quality Trainer for SIRIM since 1989 and a Quality and Management Consultant to some companies in Malaysia. He is a Council Member (since 1989) 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.

He was a member (1991-2002) of the Malaysian National Accreditation Council of the Department of Standards Malaysia under the Ministry of Science, Technology and Environment and still sits on three other national committees on Quality and Environmental in relation to ISO. Mr. Stephen Wong has been a key member of the TC 176 and TC 207 national committees responsible to CASCO for the development of the ISO 9001:2008, ISO/IEC 17025 and ISO 14001 standards and other conformity assessment standards. He is also a member of the IATCA (now IPC) representing MRCA in the development of the ISO 19011 Auditing Standard for the ISO 9000 and the ISO 14000.

### Registration Form

Please register the following for the course on "ISO/IEC 17025:2005 Lead Assessor"

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.

### 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 4 days before the course commences.
4. Notification of cancellation must be in writing received at least 4 working days prior to commencement of course (20% of course fee will be retained). Otherwise, full fee will still be charged.
5. The fees (RM2,900) only covers course fees, materials, refreshments and lunch. Travels and accommodations are **not** included.
6. Closing date is 4 days before commencement of the course.

**WKS HOLDINGS SDN BHD** (129630-A)

1A-3A, Plaza Mayang, Jalan SS 26/9

47301 Petaling Jaya, Selangor DE

Tel : 03-78038188 Fax : 03-78039188

E-mail : admin@wks-h.com

Http://www.wks-h.com

## ISO/IEC 17025:2005



### Administrative Details

Date: 8 – 12 March 2010

Time: 0900 – 1730

Venue: Plaza Mayang, PJ

Fees: RM 2,900 per participant



Accredited Course

Organized & Management by

**WKS HOLDINGS SDN BHD**

