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## INTRODUCTION

This course is designed to develop participants understanding of auditing techniques against the ISO/IEC 17025:2017 requirements, 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.

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## OBJECTIVES

1. Understanding the requirements of the ISO/IEC 17025:2017 standard
2. To be able to establish and conduct internal quality audits
3. To learn effective questioning techniques to obtain audit evidences and findings.

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## 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

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## COURSE CONTENT

### | Day 1

- Introduction of Internal Audits
- Overview of the ISO/IEC 17025:2017 Standard
- Auditing for impartiality & confidentiality
- Risk identifications
- Roles & responsibilities of Auditor
- Skills for effective Audits
- Planning Audit Schedule and audit Preparation

### | Day 2

- The audit process – an overview
  - Entrance & Exit Meeting
  - Execution of Audit
  - Audit Reporting
  - Follow up
- Audit Findings
  - Nonconformance – Identification, Categorization and follow-up
  - Corrective action statement
  - Risk Assessment
- Audit Checklists and Questionnaires
- Use & Abuse of Auditors' Authority
- Effective Listening and Communication Skills

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## COURSE PRESENTER

**DR. STEPHEN WONG** – is a Certified Trainer by the HRDCorp. He is an excellent Quality Consultant, trainer and qualified Lead Assessor for both ISO 9000 and ISO/IEC 17025. He is also an effective management trainer. He holds a PhD, MBA degree (University of Wales, UK), Chemistry degree (University Malaya), Diploma in Marketing (CIM, UK) and Certified Diploma in Accounting & Finance (ACCA, UK). He has 35 years of management & training experience, including 25 years in quality training and consultancy.

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 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, 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 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 e-mail to [admin@wks-h.com](mailto:admin@wks-h.com)
3. Payment of fee should be made 4 days before course commence.
4. Please made cheque payable to WKS HOLDINGS SDN BHD or transfer the payment to our Public Bank account no: 3078894831 and send us a copy of the transfer slip.
5. 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 will still be charged.
6. 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 FORM

Please register the following for the course on "ISO/IEC 17025:2017 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: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Method of Payment:

Please made cheque payable to **WKS HOLDINGS SDN BHD** or transfer the payment to our **Public Bank account no: 3078894831** and send us a copy of the transfer slip.

WKS reserves the right to cancel or postpone the course in the event of unforeseen circumstances.

**WKS HOLDINGS SDN BHD** (198401017072)

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# ISO/IEC 17025:2017

# Internal Quality Audit

## Administrative Details

Date: 27 – 28 July 2023

Time: 0900 – 1700

Venue: Plaza Mayang,  
Petaling Jaya

Fees: RM 1,050 per participant  
HRD Corp Claimable

Organized & Management by  
**WKS HOLDINGS SDN BHD**



Reg. No. : Q109988-1