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## Introduction

The ISO/IEC 17025:2017 standard emphasizes on risk based thinking. It requires the laboratory to plan and implement actions to address risks and opportunities. It is important for a laboratory to know, assess and prioritize its risks for strategy planning and implementation. Moreover, since Clause 8.5 is a mandatory requirement of the ISO/IEC 17025: 2017 Standard, identification of opportunities for improvement is a compliance requirement to fulfilling the Standard for laboratory's accreditation.

This course provides participants with an understanding to the ISO/IEC 17025:2017 concept of risk-based thinking and how to address both risks and opportunities to increase the effectiveness of the laboratory management system. Furthermore, since laboratory's risks are closely related to decision making based on test results, it is imperative that laboratory's provided test results must consider the percentage risk of false accept or false reject, which is costly to customer's production failure.

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## Who Should Attend

1. Quality Managers, Technical Managers,
2. Technical Managers, Laboratory Managers
3. Laboratory Personnel e.g. Technician, Analyst, Chemist, etc.
4. Quality Auditors, Laboratory Assessors & Consultants

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## Objectives

After completing this course, participants will be able to:

1. Understand risk-based thinking in application to laboratory's test/calibration result decision-making.
2. Apply risk-based thinking to the implementation of management system in total laboratory competency.
3. Identify opportunities for improvements to the lab's management system to fulfill Clause 8.5 Actions to address risks and opportunities.

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## Course Contents

- What is risk?
- Risk based thinking
- Overview of ISO 31000 Guidelines
- The requirements of ISO/IEC 17025:2017
- How to assess risks and opportunities in the laboratory?
  - Risk Identification
  - Tools & Methods
  - Mitigate / reduce the risks
  - Opportunities for management system improvement
- When are risk assessments carried out?
- Risk Assessment & opportunities identification procedures
- Resolving risk
- Identification of ongoing risks during daily lab's operations
- Risk Monitoring
- Examples for calculating percentage risk of false-accept or false-reject on test results.

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## Course Presenter

**DR. STEPHEN WONG KAM SUN** – is a HRDC Accredited Trainer and an IQM Certified Expert in ISO/IEC 17025:2017 Standard for Testing, Calibration, and Sampling laboratories. He is a competent Quality Consultant, Trainer and qualified Lead Assessor/Auditor for both ISO 9000 and ISO/IEC 17025.

He is also an effective business management trainer. He holds at least six degrees/professional qualifications, namely, PhD (Sunway University), 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 38 years of management & training experience, including 32 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 and a Quality and Management Consultant to many companies in Malaysia. He was a Council Member of the Malaysian Institute of Management and a well-recognized trainer for MIM. He was also the Gen. Secretary of Malaysia Register of Certificated Auditors (MRCA).

He was a member (1991-2002) of the Malaysian National Accreditation Council of the Department of Standards Malaysia and sat on seven other national committees on ISO. Dr. Stephen Wong had 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 was also a member of the IATCA (now IPC) representing MRCA in the development of the ISO 19011 Auditing Standard for the ISO 9001 and the ISO 14001

## Registration Form

Please register the following for the course on  
"ISO/IEC 17025:2017 Risks & Opportunities"

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.

Payment by HRDC grant must be approved before training starts.

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

## 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
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.

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# ISO/IEC 17025:2017 Risks & Opportunities

## Administrative Details

Date: 3 December 2025

Time: 0900 – 1700

Venue: Plaza Mayang,  
Petaling Jaya

Fees: RM 750 per participant  
HRD Corp Claimable Course

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

