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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 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 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. Payment by HRDC grant must be approved before training starts.
6. 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.
7. Registration fee is inclusive of course materials, refreshments and lunch.
8. Closing date is 4 days before commencement of the course.
9. 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.

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**WKS HOLDINGS SDN BHD** (198401017072)

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# ISO/IEC 17025:2017

# Internal Quality Audit

## Administrative Details

Date: 4 – 5 May 2026

Time: 0900 – 1700

Venue: Plaza Mayang,  
Petaling Jaya

Fees: RM 1,350 per participant  
HRD Corp Claimable

Organized & Management by

**WKS HOLDINGS SDN BHD**

