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## INTRODUCTION

ISO/IEC 17025:2017 is the standard provides an internationally recognised basis for testing and calibration laboratories to ensure and demonstrate the quality of their results.

This 2-day course covers the requirements of the standard and its application in detail. It helps laboratories understand the competence criteria for accreditation and know how to implement an effective quality system.

Laboratories need to know how to conform to the requirements to either become accredited or to maintain accreditation.

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## OBJECTIVES

1. Identify and understand the requirements of ISO/IEC 17025:2017
2. Learn how to apply and conform to the requirements of the standard

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## WHO SHOULD ATTEND

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

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## COURSE CONTENT

### DAY 1

- Introduction
- Overview of ISO/IEC 17025
- Risk-based approach
- Clauses and requirements
  - Terms & definitions
  - General requirements
  - Structural requirements
- Clauses & requirements - Resource requirements
  - Personnel
  - Facilities and environmental conditions
  - Equipment
- Clauses & requirements - Resource requirements
  - Metrological traceability
  - Externally provided products and services

### DAY 2

- Clauses & requirements - Process requirements
  - Review of requests, tenders and contracts
  - Selection, verification and validation of methods
- Clauses and requirements - Process requirements
  - Sampling
  - Handling of test or calibration items
  - Technical records
  - Evaluation of Measurement uncertainty
- Clauses and requirements - Process requirements
  - Ensuring the validity of results
  - Reporting of results
  - Complaints
  - Nonconforming work
  - Control of data and information management
- Clauses & requirements - Management System requirements
  - Option A
  - Option B
  - Components of Option A focusing on actions to address risks and opportunities

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## COURSE PRESENTER

**DR. STEPHEN WONG – is a Certified Trainer by the HRDCorp.** 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 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 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 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 would still be charged.
6. Registration fee is inclusive of course materials, refreshments and lunch.
7. Closing date is 4 days before commencement of the course.
8. 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 "Understanding & Interpreting the ISO/IEC 17025:2017 Standard"

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 HOLDINGS SDN BHD** (198401017072)

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# Understanding & Interpreting the ISO/IEC 17025:2017 Standard



## Administrative Details

Date: 16 – 17 May 2023

Time: 0900 – 1700

Venue: Plaza Mayang,  
Petaling Jaya

Fees: RM 1,050 per pax  
HRDCorp Claimable

Organized & Management by

**WKS HOLDINGS SDN BHD**



Reg. No. - Q109988-1