

Introduction

This course helps you understand the requirements of the ISO/IEC 17025:2017 Standard and how to establish and implement a formal laboratory management system, recognized by more 170 countries around the world.

The course will provide guidance on the requirements of ISO/IEC 17025, the structuring and development of quality management system documentation, implementation steps and laboratory international accreditation requirements.

Learning is enhanced by the use of practical workshops and examples illustrating the teaching points made during the course.

Objectives

1. Gain an awareness for what is the actual meaning of quality in ISO and a management and technical understanding and implementation of ISO/IEC 17025:2017 requirements for international recognition to be effected.
2. Learn how to comply to the requirements of the ISO/IEC 17025 Standard internationally to become accredited or to maintain your accreditation continuously.
3. Upgrade to the additional requirements of DSM, in particular the latest 7 Accreditation Policies and new updates on requirements, circulars and implementations in accordance with the international accreditation requirements.

Who Should Attend

- Laboratory quality/technical managers
- Laboratory technicians/supervisors
- Assessors of laboratory management systems
- Users of calibration and test services
- Directors/managers of quality
- Improvement of measurement & testing groups

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.

Course Contents

- Introduction to ISO/IEC 17025:2017 Standard
- Quality as defined by Deming, ISO, and Juran
- 9 fundamental management principles
- Relating Management System to Quality Control and Quality Assurance
- Interpreting the fundamental operating model of effective QMS
- Process-based approach as opposed to procedure approach
- Structural relationship between ISO/IEC 17025 and ISO 9001
- International Laboratory Accreditation Co-operation (ILAC) vs Asia Pacific Laboratory Accreditation Co-operation (APLAC) and European Accreditation Laboratories (EAL)
- Laboratory Accreditation Process – process, requirements, benefits and implications
- Accreditation Process, and Maintenance of Accreditation, (Including DSM 7 new accreditation policies).
- Principles of Accreditation and How to apply the Principles
- Risk-based approach & Risk-based Thinking
- Understanding the main clauses and requirements
 - Terms & definitions
 - General requirements
 - Structural requirements
 - Resource requirements
 - Process requirements
 - Management requirements
- How to ensure continuing accreditation for the future of the laboratory.

Registration form

Please register the following for the course on "ISO/IEC 17025:2017 Quality Awareness"

Name: _____
Designation: _____

Name: _____
Designation: _____

(please attach 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.

ISO/IEC 17025:2017

QUALITY
AWARENESS

Administrative Details

Date: 13 March 2026
Time: 0900 – 1715
Venue: Plaza Mayang, PJ
Fees: RM 750 per participant
HRDCorp Claimable

Organized & Management by
WKS HOLDINGS SDN BHD

