



## ISO 17025:2017 General Requirements of Testing & Calibration Laboratories

4 phases – 14 days

### Phase I – Principles of Management System (2 days)

This training will educate key process owners on the key characteristics, advantages, and impact of ISO 17025. The entire standard will be presented. The employees will learn what it means to be ISO accredited, benefits of being accredited, and maintaining accreditation for success. The participants will learn about proficiency performing all testing and calibration activities by addressing both risks and opportunities, establishing a basis for increasing the effectiveness of the management system, achieving improved results and preventing negative effects while also determining whether Option A or Option B (ISO 9001) is applicable.

### Phase II – Development of an ISO 17025 Management System (5 days)

Attendees will learn how to properly document a Management System via company policies, procedures, flowcharts, and management Support – ensuring compliance with ISO 17025.

Key processes include:

- Review of requests, tenders and contracts
- Handling of test or calibration items
- Reporting of results
- Control of data and information management
- Evaluation of uncertainty
- Nonconforming work, complaints handling, etc...
- Training on how to document company processes as required by the standard

### Phase III – Implementation of the Management System (4 days)

Employees will learn how to effectively implement the create management system from phase II. In addition, trainees will learn the critical areas to effectively manage improvements and compliance of the management system, learn what is necessary for ISO. Learn how to implement a system for the long-term success of their company. Learn how to apply suitable methods for monitoring and measuring of the management system and its process, collect and analyze data to demonstrate the effectiveness of the management system and transferring this knowledge learned to any future organization they join by taking with them the ISO learning.

### Phase IV – Internal Auditor Training (3 days)

Internal Auditor training will focus on general understanding of the concepts of the standard and the principles and practices of effective internal audits in accordance with ISO 19011 (the international standard that sets guidelines for management systems auditing). Each clause of the standard is explored. Participants will learn what the requirements mean, how to apply them, and how to audit the requirements via a hands-on audit of the entire management system.