Day 1:
08:30 Hrs
Registration.

08:45 Hrs
Introduction.
Presentation of the course, aims and objectives.

09:00 Hrs

09:45 Hrs
Requirements, application and interpretation issues.

10:30 Hrs
Break

10:45 Hrs
Team Exercise I: Impartiality
The delegates work in groups. Each member or the group will present the subject and activities of their own laboratory. The group will select one of these laboratories and will identify the risks related to impartiality, against the requirements of ISO/IEC 17025 standard. The group will propose measures to take to reduce or eliminate those risks. Then the group should appoint a representative to present the findings.

11:15 Hrs
ISO/IEC 17025 Analysis: Structural requirements (5), Resource requirements (6).
Requirements, application and interpretation issues.

12:30 Hrs
Lunch

13:15 Hrs
Team Exercise II: Calibration.
Working in groups, the delegates should identify the following calibration certificates and assess their compliance to ISO/IEC 17025 requirements.

14:30 Hrs
Structure of Documentation of a Management System
Typical documentation structure.

15:00 Hrs
Break

15:15 Hrs
Team Exercise III: Documentation, Part I.
Delegates will work in groups and will be asked to identify documentation (records, forms, documents and procedures), which is required to verify compliance with ISO/IEC 17025 requirements (Clauses 4, 5 and 6).

16:00 Hrs
Day 1 Exam.

16:30 Hrs
End of Day 1.
Day 2:

08:30 Hrs  ISO/IEC 17025 Analysis: Process Requirements (7)
Requirements, application and interpretation issues.

10:00 Hrs  Team Exercise III: Documentation, Part 2.
Delegates will work in groups and will be asked to identify documentation (records, forms, documents and procedures), which is required to verify compliance with ISO/IEC 17025 requirements (Clauses 7 and 8).

10:30 Hrs  Break

10:45 Hrs  ISO/IEC 17025 Analysis: Management System Requirements (8)
Requirements, application and interpretation issues.

11:45 Hrs  Team Exercise IV: Management Review. Delegates will work in groups and will be asked to perform a Management Review for their own laboratory.

12:30 Hrs  Lunch

13:15 Hrs  Risk Analysis and Risk Management

14:15 Hrs  Team Exercise V: Risk Analysis Exercise.
Working in groups, delegates will identify risks per ISO/IEC 17025 clause 8.5.1. Using Fink method the team will categorize them and will propose actions for the 3 highest ranked risks.

15:00 Hrs  Break

15:15 Hrs  Team Exercise V: Risk Analysis Exercise.
Delegates will present the exercise results.

16:00 Hrs  Day 2 Exam.

16:30 Hrs  End of Day 2.