

COURSE OVERVIEW LE0550
ISO/IEC 17025:2017 Internal Audit

Course Title

ISO/IEC 17025:2017 Internal Audit

Course Date/Venue

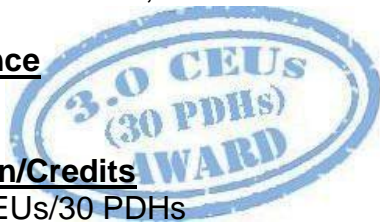
February 02-06, 2025/Meeting Plus 6, City Center Doha Rotana Doha, Qatar

Course Reference

LE0550

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



ISO 17025:2017 Standard covers the General Requirements for the competence of testing and calibration laboratories. It is based upon ISO 9001, but designed for the special needs of testing laboratories. ISO 17025 addresses the proficiency of an organization to perform the testing and calibration activities. It provides a framework for quality specifically for organizations that want to control their laboratory processes and are seeking to achieve third party accreditation. ISO 17025 covers all areas of laboratory management, including such items as sample preparation, analytical testing proficiency, record keeping, reports accommodation and environmental conditions, document control and corrective/preventive action.



It is essential for an organization to understand its performance against its requirements; and whenever possible, to identify opportunities for improvement. To achieve these objectives, an organization must set out to conduct internal audits of itself.

Internal audits are required in ISO 9001 and ISO 17025 standards. The intent of this process is to ensure the organization's knowledge of itself and how it is performing to its requirements. This process is charged to the Internal Auditor, whether developed from within or hired from outside. Success in the auditing process is characterized by reliance on a number of principles. These principles make the audit experience an efficient and reliable tool in support of management policies and controls, and in providing information on which an organization can act to improve its performance.

This course is designed to increase participants understanding of auditing techniques against the ISO 17025:2017 requirements. Using interactive laboratory-based workshops, simulated audits, tutorials and case studies, participants will develop practical audit skills, improve evaluation and communication and effective reporting skills and learn how to implement corrective action programmes. This course will give you an understanding of the steps of an audit, from preparation to follow-up. You will get your feet wet in practical workshops on human interrelations in internal audits. You will have the opportunity to share with experienced auditors and with other participants. You will present your results during a live meeting with the management of audited sectors. The supplemental workshops will help you further understand the steps of an audit, from preparation to follow-up of corrective actions.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as “*Certified ISO 17025:2017 Internal Auditor*”
- Discuss the background and principle of ISO 17025:2017 as well as recognize management systems
- Recognize audit process which includes internal audit cycle, requirements, objectives, effectiveness, improvement, conformance adding value to the QMS and the organization
- Determine audit planning through internal audit programmes and audit criteria
- Prepare the audit plan, review document and carryout resource planning, prepare checklists and pre-audit contract
- Conduct audit interviews as well as audit different types of systems and processes
- Identify the purpose and content of the internal audit report as well as recognize the audit audience
- Perform corrective action and determine opportunities for improvement
- Employ follow up and explain close-out of audit findings as well as discuss management review

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Howard Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of ISO 17025:2017 internal auditor for those who wish to perform internal audits to ISO 17025:2017, laboratory managers and supervisors, companies seeking ISO 17025 accreditation, companies that recognize the value of operating a laboratory management system, registrar/accreditation body auditors, existing (ISO/QS-9000) internal auditors who are looking to expand their skills in the area of laboratory practices and Supplier quality auditors wishing to evaluate laboratory service suppliers including calibration suppliers.

Course Certificate(s)

- (1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "Certified ISO 17025:2017 Internal Auditor" Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-



- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

* Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *



Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

CEUs

CEU Official Transcript of Records

TOR Issuance Date: 15-Nov-23

HTME No. 74851

Participant Name: Waleed Al Habeeb

| Program Ref. | Program Title | Program Date | No. of Contact Hours | CEU's |
|--------------|-----------------------------------|----------------------|----------------------|-------|
| LE0550 | ISO/IEC 17025:2017 Internal Audit | November 11-15, 2023 | 30 | 3.0 |

Total No. of CEU's Earned as of TOR Issuance Date **3.0**

TRUE COPY



Jaryl Castillo
Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by













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Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Ian Kaloudis, PhD, MSc, PGrad, BSc, is a **Senior Analytical Chemist** with almost **30 years** of extensive experience. His expertise widely covers in the areas of **Chemical Analysis, Chemical Laboratory, Laboratory Management, Laboratory Supervision & Management, Analytical Laboratory Management, Modern Analytical Laboratory: Management, Laboratory Consumables Management, Laboratory Instrument Calibrations**

& Troubleshooting Techniques, Safety and Quality in **Scientific Laboratory, Laboratory Skills, Pesticides Application, PAH, VOC, Advanced Oxidation Processes (AOP), Phenols, Cyanotoxins, Gas Chromatography (GC), Mass Spectrometry (MS), GC/MS Technology & Problem Solving, High Performance Liquid Chromatography (HPLC), HPLC-ICP-MS/ICP-MS, Analytical Instrumentation, Equipment, Safety & Quality (ISO 17025), Analytical Instrumentation for Laboratory, Analytical Chemistry, Analytical Laboratory Quality Management System, Waste Water Treatment, Elucidation of Mechanisms, Statistical Analysis of Data, Statistical Quality Control (SQC), Statistics Methods & Measurement Uncertainty, ISO 17025:2017, Food Safety and Environmental Management Systems**. He is currently the **Head of Organic Micropollutants Laboratory** of Athens Water Supply and Sewerage Company wherein he is responsible for the development & validation for the determination of organic pollutants in water, research projects related to water quality and development of cyanotoxins analysis laboratory.

All throughout his career life, Dr. Kaloudis had occupied several challenging positions and dedication as **Quality Manager, Head of Industrial Waste Water Control Section, Consultant, Senior Researcher, Collaborating Researcher, Research Associate, Lecturer, Trainer and Auditor** for various companies such as the KEK DIASTASI - Hellenic Food Authority Training Programs, University of the West of Scotland, Institute of Nanoscience and Nanotechnology (INN), Hellenic Accreditation System (E.SY.D.), Institute of Physical Chemistry, Food Industrial Research and Technological Development Company and Athens Water Supply and Sewerage Company (EYDAP SA).

Dr. Kaloudis has a **PhD** degree in Chemistry (Honors) from the **National and Kapodistrian University of Athens**, a **Master** degree in **Quality Management** from the **University of the West of Scotland**, a **Postgraduate Programme in Production Management & Quality Management** from **Technical Educational Institute (TEI) of Piraeus**, a **Bachelor** degree in **Chemistry (Honors)** from **National and Kapodistrian University of Athens**. Further, he is a **Certified Instructor/Trainer**, a **Certified ISO 17025:2017 Auditor**, a **Registered Food Safety and Hygiene Trainer**, a **Certified ISO 9001 Lead Auditor** from International Register of Certificated Auditors (IRCA), a **Certified Environmental Management Systems Auditor** from Institute of Environmental Management and Assessment (IEMA), a member of the American Chemical Society (ACS), a senior member of the American Society for Quality (ASQ), a member of the International Water Association (IWA), a member of the European Water Platform, a member of the Hellenic Mass Spectrometry Society (HMSS), a member of the Italian Society of Toxicology and a member of the Association of Greek Chemists (AGC). He has further published numerous journals/books and delivered various trainings, seminars, conferences, workshops and courses globally.

Course Fee

US\$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 02nd of February 2025

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|-------------|--|
| 0730 – 0800 | <i>Registration & Coffee</i> |
| 0800 – 0815 | <i>Welcome & Introduction</i> |
| 0815 – 0830 | PRE-TEST |
| 0830 – 0930 | Introduction <i>Course Programme • Course Learning Objectives • Delegate Responsibilities • Continuous Assessment Process • Guidelines for Auditors • IRCA's Role with Internal Auditors</i> |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1100 | ISO 17025:2017 Background <i>ISO 17025 Principles • Related Laboratory Standards and Accreditation • Traceability Chain for an Accredited Laboratory • ISO 17025 Outline</i> |
| 1100 – 1215 | Management Systems <i>Quality Management Systems • QMS Structure • Documents • Key Vocabulary • ISO 9000:2000 Series</i> |
| 1215 – 1230 | <i>Break</i> |
| 1230 – 1420 | Management Systems (cont'd) <i>Quality Management Process Model • Principles of Continual Improvement • Customer Focus • Corrective and Preventive Action • Quality Objectives and Targets</i> |
| 1420 – 1430 | Recap |
| 1430 | <i>Lunch & End of Day One</i> |

Day 2: Monday, 03rd of February 2025

| | |
|-------------|--|
| 0730 – 0930 | Questionnaire No. 1 |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1100 | Audit Process <i>Why Audit? • Internal Audit Cycle • Internal Audit Requirements • Internal Audit Objectives, Effectiveness, Improvement, Conformance Adding Value to the QMS and the Organization • Using Internal Audits for Maintenance, Improvement of QMS</i> |
| 1100 – 1215 | Audit Planning <i>Internal Audit Programmes • Audit Criteria • Preparing the Audit Plan • Document Review</i> |

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|-------------|---|
| 1215 – 1230 | <i>Break</i> |
| 1230 – 1420 | Audit Planning (cont'd) <i>Resource Planning • Preparing Checklists • Pre-Audit Contact</i> |
| 1420 – 1430 | Recap |
| 1430 | <i>Lunch & End of Day Two</i> |

Day 3 Tuesday, 04th of February 2025

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| 0730 – 0930 | Questionnaire No. 2 |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1015 | Workshop - Case Study 1 ... Preparing for the Audit |
| 1015 – 1100 | Roundtable Discussion |
| 1100 – 1215 | Audit Interviews <i>Internal Audits - Opening Meetings • The Interview • Gathering Audit Evidence</i> |
| 1215 – 1230 | <i>Break</i> |
| 1230 – 1420 | Audit Interviews (cont'd) <i>Gathering Audit Evidence • Auditing Different Types of Systems and Processes • Internal Audits - Closing Meetings</i> |
| 1420 – 1430 | Recap |
| 1430 | <i>Lunch & End of Day Three</i> |

Day 4 Wednesday, 05th of February 2025

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|-------------|--|
| 0730 – 0930 | Workshop - Case Study 2 ... Conducting the Interview |
| 0930 – 1015 | <i>Break</i> |
| 1015 – 1100 | Audit Reporting <i>Purpose and Content of the Internal Audit Report • Audit Evidence</i> |
| 1100 – 1215 | Audit Reporting (cont'd) <i>Corrective Action • Opportunities for Improvement</i> |
| 1215 – 1230 | <i>Break</i> |
| 1230 – 1330 | Workshop - Case Study 3 ... Writing Audit Reports Roundtable |
| 1330 – 1420 | Discussion |
| 1420 – 1430 | Recap |
| 1430 | <i>Lunch & End of Day Four</i> |

Day 5 Thursday, 06th of February 2025

| | |
|-------------|---|
| 0730 – 0930 | Follow-Up <i>Close-out of Audit Findings • Management Review</i> |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1100 | Follow-Up (cont'd) <i>Development of Planned Audit Programmes Based on Audit Findings</i> |
| 1100 – 1145 | Questionnaire No. 3 |
| 1145 – 1215 | Workshop - Case Study 4 ... Conducting the Follow-Up Review |
| 1215 – 1230 | <i>Break</i> |
| 1230 – 1300 | Roundtable Discussion |
| 1300 – 1315 | Course Conclusion |
| 1315 – 1415 | COMPETENCY EXAM |
| 1415 – 1430 | <i>Presentation of Course Certificates</i> |
| 1430 | <i>Lunch & End of Course</i> |

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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