

COURSE OVERVIEW LE0190
Laboratory Quality Management (ISO 17025)
SOP, Accreditation, Documentation and Auditing

Course Title

Laboratory Quality Management (ISO 17025): SOP, Accreditation, Documentation and Auditing

Course Reference

LE0190

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Date/Venue

Session(s)	Date	Venue
1	January 22-26, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	March 03-07, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA
3	June 23-27, 2024	Business Center, Concorde Hotel Doha, Doha Qatar
4	September 08-12, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

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.

This course is a comprehensive look at the latest revision of the ISO 17025 and its documentation and internal auditing requirements. You will gain critical insight on the interpretation of the requirements of this laboratory standard and you will also receive a detailed review of the accreditation process.



You will learn how to design and develop laboratory documents and quality manuals. The quality manual will be examined as to its impact on laboratory operations and what purpose it serves. You will learn what information it should contain, what writing style is most effective and how to keep your documents and quality manual up to date.



This course also gives attendees the knowledge needed to establish an internal quality audit program as required by ISO 17025, and to initiate the sequence of activities involved in scheduling, planning, conducting, reporting on and closing out internal quality audits. Participants will be able to employ effective techniques of auditing and the ability to develop the auditing procedures, scheduling and recording systems needed to sustain the program.

Attendees will receive practical instructions on the development, implementation and long-term maintenance of an effective laboratory quality system.

In addition to the updated knowledge provided to course participants during the course period, each participant will go back to his/her laboratory equipped with an **outstanding manual and 12 video tapes, compressed in one CD** that can be used by the participant in training colleagues and subordinate on laboratory safety.

Course Objectives

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

- Get certified as a “*Certified ISO 17025 Auditor*”
- Apply proper techniques in laboratory quality management and its standard operational procedures, accreditation, documentation and auditing (laboratory auditing) in accordance with the ISO 17025
- Recognize the requirements of an ISO 17025 accreditation and review the accreditation process
- Design and develop laboratory documents (SOP) & quality manuals and recognize the information they should contain, employ an effective writing style as well as maintain documents and quality manuals up to date
- Carryout an internal quality audit program in accordance with ISO 17025 as well as initiate the sequence of activities involved in scheduling, planning, conducting, reporting on and closing out internal quality audits
- Employ effective techniques of auditing and develop auditing procedures, scheduling and recording systems needed to sustain an auditing program
- Develop, implement and maintain a long term effective laboratory quality system in the long run in compliance with the requirements of ISO 17025

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of laboratory quality management in accordance with the international standards for those who are involved in the laboratory accreditation, documentation and auditing. This includes laboratory managers, superintendents, supervisors, scientists, chemists, analysts and other lab technical staff. Further, the course will be of great value for quality managers, quality engineers, quality auditors and management representatives.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Workshops & Work Presentations
- 30% Case Studies & Practical Exercises
- 20% Software, Simulators & Videos

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

Course Fee

Abu Dhabi	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day
Doha	US\$ 5,500 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	US\$ 5,500 per Delegate + VAT . 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 Certificate(s)

(1) Internationally recognized Wall Competency Certificates and Plastic Wallet Card Certificates 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 Auditor”. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are sample 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

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Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 08-Nov-18
HTME No. PAR14140
Participant Name: Mabrouk Al Jaber

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
LE0190-3D-IH	Laboratory Quality Management (ISO 17025): SOP, Accreditation, Documentation and Auditing	November 06-08, 2018	19.5	1.95
Total No. of CEU's Earned as of TOR Issuance Date				1.95

TRUE COPY

Maricel De Guzman
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 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 1-2013 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)

Howard 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, Howard 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, Howard Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Howard 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.

Howard 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 Howard Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Howard Technology. Howard 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)

Howard 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, Howard Technology meets all of the international higher education criteria and standards set by BAC.

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. Yousef Al-Mashni, PhD, MSc, BSc, is an International Expert in Analytical Laboratory with over 35 years of extensive experience. He is an authority in Laboratory Equipment, Laboratory Quality Management Systems (ISO 17025 and ISO 15189), Lab Safety & Health, Good Laboratory Practice (GLP) and Safety Procedure in Laboratories. His wide expertise also covers Water Analysis & Reporting, Water Sampling & Testing, Water Analyzer, Medical Laboratory Auditing, ISO 15489, Infection

Control, Internal Quality Control for Microbiologists, Analytical Techniques, Biochemical, Hematological, Parasitological, Biochemical, Microbiological & Serological Analysis of Clinical Specimens, Helminth Ova & Salmonella in Waste Water & Sludge, Microbiological Aspects & Analysis of Wastewater, Microbiology of Wetlands, Microbiological Indoor Air Quality, Entrococcus, Pseudomonas & Aeromonas, Sulfate Reducing Bacteria, Fluorescence Microscopy, Planktology of Ambient Environment, Oral, Medical & Diagnostic Microbiology and Oral & Dental Hygiene. Further, he is also well-versed in the areas of Food Hygiene and HACCP, Food Safety, Food Poisoning, First Aid & CPR and Fire Safety. He is currently the Deputy Principal & Chief Technical Instructor of UNRWA wherein he is responsible in developing and managing operations at the college/centre including building workshops and laboratories capacity, curriculum development and introducing new courses.

During his long career life, Dr. Yousef worked for many international companies handling key positions such as ICDL Centre **Manager, Deputy Principal, Chief Technical Instructor, Acting Principal, Laboratory Supervisor, Technical Instructor, Technical & Vocational Instructor, Senior Medical Laboratory Technician and Medical Laboratory Technician.**

Dr. Yousef has a **PhD degree in Natural Health Sciences from the University of Florida (USA), Master degree in Clinical Microbiology and Bachelor degree with Honours in Microbiology. Further, he has Diploma in Vocational Education (UNRWA & UNESCO) and received several certifications like ICDL and Training of Trainers (TOT) in Cambridge University (England). He is a Certified Internal Verifier/Assessor/Trainer by the Institute of Leadership & Management (ILM), a Certified Instructor/Trainer and an active member of Jordan Medical Laboratories Society, Technical Accreditation Committee of Medical Laboratories (Jordan Institution & Metrology) and the Technical Accreditation Committee for Granting ISO 15189 Certificate. Furthermore, he has also published numerous technical papers and books including Medical & Diagnostic Microbiology, Practical Competencies in Medical Laboratory Technology, Safety in Medical Laboratory Science and Quality Control in Medical Laboratory Science just to name a few.**



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

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Accreditation Quality System • Laboratory Accreditation, National and International Dimension
0930 – 0945	Break
0945 – 1100	Accreditation (cont'd) Accreditation Benefits
1100 – 1230	ISO/IEC 17025 What the Standard Requires General Requirements
1230 – 1245	Break
1245 – 1420	ISO/IEC 17025 What the Standard Requires (cont'd) Structural Requirements – Resource Requirements
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2

0730 – 0930	ISO/IEC 17025 What the Standard Requires (cont'd) Process Requirements
0930 – 0945	Break
0945 – 1100	ISO/IEC 17025 What the Standard Requires (cont'd) Management System Requirements
1100 – 1230	ISO/IEC 17025 What the Standard Requires (cont'd) Management System Requirements (cont'd)
1230 – 1245	Break
1245 – 1420	ISO/IEC 17025 What the Standard Requires (cont'd) Management System Requirements (cont'd)
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3

0730 – 0930	Preparation of Documentation Metrological Traceability – Management System Options
0930 – 0945	Break
0945 – 1100	Preparation of Documentation (cont'd) How to Design a Quality Manual • Auditing a Sample Quality Manual
1100 – 1230	Internal Audits of the Lab What is an Internal Audit; Why it's Important
1230 – 1245	Break
1245 – 1420	Internal Audits of the Lab (cont'd) What Should it Accomplish • How Should the Program be Organized; Steps
1420 - 1430	Recap
1430	Lunch & End of Day Three



Day 4

0730 – 0930	Internal Audits of the Lab (cont'd) <i>How should Effort be coordinated • Establishing/Managing Audit Program</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Internal Audits of the Lab (cont'd) <i>Planning/Conducting the Audit • Effective Questioning Techniques</i>
1100 – 1230	Laboratory Safety Procedures <i>Employee Safety and Health • Waste Disposal</i>
1230 – 1245	<i>Break</i>
1245 – 1420	Laboratory Safety Procedures (cont'd) <i>Internal Safety Program • Safety Manual & OSHA</i>
1420 - 1430	Recap
1430	<i>Lunch & End of Day Four</i>

Day 5

0730 – 0830	Preparation for the Exam
0830 – 0930	COMPETENCY EXAM
0930 – 0945	<i>Break</i>
0945 – 1045	Exam Reviews & Correction
1045 – 1230	Open Forum
1230 – 1245	<i>Break</i>
1245 – 1400	General Discussion
1400 - 1415	Course Conclusion
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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