

COURSE OVERVIEW LE0190 **Laboratory Quality Management & Assurance**

Course Title

Laboratory Quality Management & Assurance

Course Date/Venue

September 07-11, 2025/The Florentine Meeting Room, The H Dubai Hotel, Sheikh Zayed Rd - Trade Centre, Dubai, UAE

Course Reference

LE0190

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.

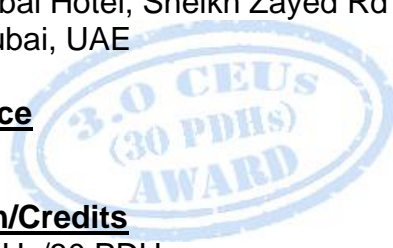
This course is a comprehensive look at the latest revision of the ISO 17025 and its documentation and internal auditing requirements. You will gain critical insight on the interpretation of the requirements of this laboratory standard and you will also receive a detailed review of the accreditation process.



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 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.

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 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:



Certificate Accreditations

Haward's Certificates are accredited by the following international accreditation organizations:

- 
British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). 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.

- 
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.

Course Fee

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



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.



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.

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, 07th of September 2025

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: Monday, 08th of September 2025

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: Tuesday, 09th of September 2025

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: Wednesday, 10th of September 2025

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

Day 5: Thursday, 11th of September 2025

0730 – 0830	Preparation for the Exam
0830 – 0930	COMPETENCY EXAM
0930 – 0945	Break
0945 – 1045	Exam Reviews & Correction
1045 – 1230	Open Forum
1230 – 1245	Break
1245 – 1400	General Discussion
1400 - 1415	Course Conclusion
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

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



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org