Ascendent Technology Sdn. Bhd.
(1093652-W)

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Applicable

HRDF MALAYSIA
SBL Claimable

ISO/IEC 17025
Lead Assessor Training

PROGRAMME OVERVIEW:

ISO/IEC 17025:2017 LEAD ASSESSOR TRAINING is organised by **ASCENDENT TECHNOLOGY.** This course addresses the management of audit programmes and auditing of quality management system laid down in ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing.

Over the next five days there are series of lectures and workshops. Participant may find that the workload is quite challenging. The facilitator is here to help and encourage learning and participation by bringing considerable experience of quality management and auditing which they are happy to share.

Participant input is needed to make this course successful and enjoyable. Participants are encouraged to ask questions and to take part in the classroom discussions as well as conducting audit in a laboratory.

COURSE OBJECTIVE:

The objective of the course is to provide training for potential auditors in the principles and practices of auditing quality management systems (ISO/IEC 17025:2017). The course should enable participant to evaluate good auditing practice and encourage an attitude of self-criticism and analysis of participant own performance as a means of developing constructive auditor skills.

The above objective will be achieved through a comprehensive series of lectures and exercises, reinforced by practical workshops. The course is designed to encourage full participation and make participant learning an enjoyable experience.

The following detail checkpoints are extracted from the course syllabus. Please take a few minutes to review it before proceed further.

1) A successful participant should be able to understand:

1.1) and describe the purpose of a laboratory QMS and how it helps an organisation operate with increased effectiveness, consistency and customer satisfaction

1.2)   the purpose, intent and terminology of ISO/IEC 17025:2017 and the use of other SP (SAMM Policy) and SC (Specific Criteria for Accreditation) documents

1.3)   the current version ISO/IEC 17025:2017 requirements and the evidence needed for QMS conformance and effectiveness to deepened their understanding of quality management

1.4) the guidelines of ISO 19011 current versions and evaluate aspects and contents of different types of QMS's

1.5) the difference and significance between legal compliance and conformance with ISO standards

1.6) the various aspects of 1st, 2nd and 3rd party audits and the differing rolest

1.7) the roles and relationships between accreditation bodies, certification bodies,

1.8) the importance of scope

1.9) the need for confidentiality

1.10) auditor etiquette

1.11 how to plan and organize an audit

1.12) the purpose of pre-audit visits

1.13) the use, benefits and risks of checklists

1.14) how to manage opening & closing meetings

1.15 how to collect, analyze and relate evidence to the ISO/IEC 17025:2017 requirements in an objective manner

1.16) the importance of note-taking

1.17) be able to write non-conformities

1.18) how to evaluate and classify n/c's

1.19 how to make recommendations on the suitability of a QMS

1.20) how to evaluate the proposed actions following n/c issue, and the actual corrective and preventive actions taken

1.21) and demonstrate how to summarise and report concisely the results of an audit

1.22) the purpose of surveillance audits

2. BENEFITS OF THIS COURSE :
1) Deeper understanding of SAMM ISO/IEC 17025:2017 to implement in more effective manner
2) manage laboratory meeting international requirements
3) understand SAMM assessment procedure
4) train internal auditors for the laboratory QMS
5) 5 act as internal auditor and consultant auditor
6) enhance knowledge of laboratory QMS

3. PREREQUISITE :
1) Laboratory experiences
2) Command of English

4. SUCCEEDING ON THE COURSE :
This training requires assessment of two independent elements, both of which must be satisfied, if participant is to successfully complete the course:

1) A continuous assessment of participant auditing capability, written and oral communication skills, performance as a team member and in role playing, as well as attitude and timekeeping.
2) A written examination

Continuous Assessment:
People who are going to conduct successful system audits need certain abilities and attributes. There is a high level of agreement on these abilities and attributes by employers of auditors and those experienced in conducting audits.

The course facilitator will be continually evaluating participant's demonstration of these abilities and attributes.

Participant will be continually monitored on the following aspects to gauge participant's suitability and capability as a future auditor or lead auditor:
i. Auditing capability
ii. Written and oral communication skills
iii. Attitude
iv. Timekeeping

Criteria for these evaluations include:
i. Contribution to discussion such as asking questions, communicating within the group, accurate reporting of situations and effective general participation
ii. Clarity and technical soundness of written and oral assignments
iii. General attitude and manner towards the subject, the course and participant course colleagues
iv. Participation in role playing workshops
v. Timekeeping

If participant do not appear to understand the course material, participate in the course activities or exhibit behaviour unbecoming to an auditor, participant will be personally notified and counselled by the facilitator. Participant must subsequently demonstrate improvement during the rest of the course to pass the continuous assessment. Counselling by itself does not mean a failure on continuous assessment.

The examination grades and the continuous assessment are used to determine whether or not participant have been successful on the course. Both must be passed.

Full-time attendance for the duration of the course is required to pass the continuous assessment. **Page 3/6**

5. <u>THE EXAMINATION:</u>

The examination is a 2-hour written test. The examination is designed to test participant understanding of ISO/IEC 17025 requirements, the principles of quality management, the principles and practices of quality management system auditing. All the material is covered in the lecture notes, workshops, and the ISO/IEC 17025:2017.

It is strongly recommended that participant review the course notes, the standard, handouts and participant's own notes during the evenings.

The overall passing mark is 70% with a minimum of 40% in each section of the examination.

6. ISO/IEC 17025:2017 LEAD ASSESSOR TRAINING – COURSE OUTLINE

6.1 SECTION A:
A.1 - Quality Management Principles
- Aspects of Quality
- ISO 9000 and TQM
- Process Management
- Reference Reading Historical Development

A.2 - Introduction of Quality System Standards
- Quality System Standards-ISO/IEC 17025:2017 and
- International Recognition
- SAMM Requirement Documents
- Interpretation of ISO/IEC 17025:2017
- Auditing Standards and Updating of Standards

6.2 SECTION B:
B.1- Interpreting ISO/IEC 17025:2017
- Part 1 Management Requirements
B.2- Interpreting ISO/IEC 17025:2017
- Part 2 Technical Requirements
B.3- Interpreting SAMM Documents
- Additional Accreditation Scheme (SAMM) Requirements

6.3 SECTION C:
C.1- Documentation and Records
- Documentation
- Quality System Documents
- Quality Manual
- Procedure
- Work Instructions
- System-Related and Contract-Related Procedures and records

6.4 SECTION D:
D.1- Introduction to Quality Audits
- Quality Audit - Definition
- Essential features of an Audit
- Types of Audit

D.2- Comparison between type and method of auditing
- Third Party Surveillance
- Second Party Surveillance
- Why Audit Subcontractors
- When to Audit
- Scope of Audit/Sample
- The Audit Contract
- The Conduct of an Audit
- Responsibilities and Roles

D.3- Managing the Audit Process
- External Audits
- Third Party Audits
- Auditor Qualification
- Lead Auditor Qualification
- Resource Management & Audit Briefing

D.4- Audit Planning & Preparation- Lead Auditors Responsibility
- Planning & Preparation
- Audit Purpose
- Audit Scope
- Resources Required
- Authority
- Relevant Requirements
- Contact with Auditee
- Historic and Current Performance and
- Future Requirements
- Research
- Preliminary Visit
- Desk Top Review of Auditee's Documentation
- Preparation of Audit Plan
- Preparing Checklists

D.5- Performing the Audit (Part 1) -Opening Meeting
- Investigation and Questioning
- Recording Factual Evidence
- Judgment

D.6- Performing the Audit (Part 2) - Review of Factual Evidence
- Identifying Nonconformities
- Writing Nonconformity Statements

D.7- Performing the Audit (Part 3) - Preparation for Closing Meeting
- Closing Meeting
- Giving Advice

D8- Reporting the Audit
- Attachment 1 - Audit Report
- Attachment 2 - Internal Audit Report Log
- Attachment 3 - Audit Report Log Form
- Attachment 4 - Corrective Action Request Log

D9- Corrective Action and Follow-up
- How Corrective Action Works
- Monitoring Corrective Action

REGISTRATION FORM (L005):

PUBLIC TRAINING

Course Fee	:	MYR4,000 per participant
Training Date	:	TBA
Duration	:	5 days
Time	:	9.00am – 5.00pm
Venue	:	Ascendent Technology Sdn. Bhd.
INCLUSIVE	:	Training material, Assessment, Certificate & Refreshment

IN-HOUSE TRAINING

Course Fee	:	MYR30,000/course (5-10 pax)
Training Date	:	To be determine by customer
Duration	:	5 days
Time	:	9.00am – 5.00pm
Venue	:	Customer's premises
EXCLUDING	:	Trainer's transportation and Accommodation

CANCELLATION / POSTPONEMENT POLICY

1. Ascendent Technology Sdn.Bhd. reserves the right to cancel, postpone or make any changes to the venue and training dates due to unavoidable circumstances.
2. Reservation can be made by telephone or email, but will only be confirmed upon the received of completed registration form and payment.
3. Please do not make any travel arrangements until you have received written confirmation for your registration from us.
4. No cancellation is allowed but a candidate replacement can be arranged.
5. For confirm cancellation: 14 days notice prior to commencement will subjected to RM250 service charge. If less than 7 days notice, there will be no refund.
6. Confirm postponement for in-house training less than 14 days notice prior to commencement will subjected to 50% service charge on total invoice.

Participant's Name : Mr / Ms..................................

Designation : ....

Department : ....

Email : ....

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PAYMENT DETAILS

All cheques should be crossed and made payable to: **ASCENDENT TECHNOLOGY SDN BHD** Bank A/C No. **Public Bank Berhad** 3190-2958-32 / **Maybank** 5127-6360-6820.

Admittance will be permitted upon receipt of full payment 2 weeks before the course is conducted.

Training certificate will be awarded upon received of full payment

FOR HR DEPARTMENT

Company Name:	Contact Person: Mr / Ms:
Address:	Designation:
	Department:
	Email:
	Mobile No :
	Signature: / Company Stamp:
Telephone: / Fax:	
Type of Industry:	