



**Ascendent Technology Sdn. Bhd.**  
(1093652-W)



Applicable



SBL Claimable

## ISO/IEC 17025:2017 INTRODUCTION & UNDERSTANDING

### **PROGRAMME OVERVIEW:**

MS ISO/IEC 17025:2017 is a well-known quality management system for laboratory. This training module is developing for beginners or those who wanted to upgrade the laboratory management system to third party laboratory for public testing or calibration laboratory. This QMS is also suitable for internal testing facilities to meet customer's requirement for quality control purpose. This 1-day course defines the notion of Accreditation and highlights the differences between MS ISO/IEC 17025:2017 from other ISO System.

### **TARGET GROUP:**

Quality Managers, Technical Managers, Laboratory Managers, Supervisors, Chemist, microbiologist, Engineer, Signatories of test reports & certificates, Laboratory Personnel.

### **CONTENT:**

- 1) Structure of Laboratory Management System
- 2) The Standards Development
- 3) What is MS ISO/IEC 17025:2017?
- 4) **Clause 4: General Requirements**
- 5) Impartiality
- 6) Confidentiality
- 7) **Clause 5: Structural Requirements**
- 8) **Clause 6: Resource Requirements**
- 9) Personnel
- 10) Facilities and Environmental Conditions
- 11) Equipment
- 12) Metrological Traceability
- 13) Externally Provided Products and Services
- 14) **Clause 7: Process Requirements**
- 15) Review of Requests, Tenders and Contracts
- 16) Selection, Verification and Validation of Methods
- 17) Sampling
- 18) Handling of Test/Calibration Items
- 19) Technical Records
- 20) Evaluation of Measurement Uncertainty
- 21) Ensuring the Validity of Results

- 22) Reporting of Results
- 23) Complaints
- 24) Nonconforming Work
- 25) Control of Data and Information Management
- 26) [Clause 8: Management System Requirements](#)
- 27) Difference between Option A and B
- 28) Management System Documentation
- 29) Control of Management System Documents
- 30) Control of Records
- 31) Actions to Address Risks and Opportunities
- 32) Improvement
- 33) Corrective Actions
- 34) Internal Audits
- 35) Management Reviews

### **METHODOLOGY :**

Interactive lecture & Discussion

### **LEARNING OUTCOMES:**

At the end of the course, participants are expected to:

- ✓ Understand the need for a laboratory quality system
- ✓ Understand the Standard MS ISO/IEC 17025:2017 and the significance of the requirements

### **CERTIFICATE :**

Certificate of attendance is issued to participants as written document required by ISO Quality Management System.

## REGISTRATION FORM (L001):

### PUBLIC TRAINING

**Course Fee** : RM990 per participant  
**Training Date** : TBA  
**Duration** : 1 day  
**Time** : 9.00am – 5.00pm  
**Venue** : Ascendent Technology Sdn Bhd  
**HRDF** : SBL Claimable

### IN-HOUSE TRAINING

**PROMOTION Fee** : RM4,000 per man day  
**Training Date** : To be determined by customer  
**Duration** : 1 day  
**Time** : 9.00am – 5.00pm  
**Venue** : Customer's premises / Hotel  
**HRDF** : SBL Claimable  
**No. Of candidates** : 5 - 25 candidates

### CANCELLATION / POSTPONEMENT POLICY

1. Ascendent Technology Sdn.Bhd. reserves the right to cancel, postpone or make any changes to the venue, training dates & trainers 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: 7 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: |                          |                |