

# Laboratory Management Course – Course Outline

(Based on ISO/IEC 17025: 2017 - DIS)

- **Benefits of management systems, & costs involved**
- **The development of ISO/IEC 17025** (& accreditation vs certification)
- **'General requirements'**
  - **Impartiality**
  - **Confidentiality**
- **'Structural requirements'** (including defining staff roles & reporting structure, internal communication)
- **'Resource requirements'**
  - **Staff issues** (including training & engagement/ commitment of staff, & managing change)
  - **Accommodation & environmental conditions** (& safety)
  - **Equipment management, & Calibration and measurement traceability**
  - **Purchasing**
- **'Process requirements'**
  - **Client requirements** (requests and contracts), and **Subcontracting**
  - **Methods**
  - **Sampling and Sample management**
  - **Measurement uncertainty** (an introduction)
  - **Quality control & Proficiency testing programs**
  - **Reports** (including checking of reports, and rounding of results)
  - **Complaints & customer feedback**
  - **Handling nonconforming work**
  - **Computer systems/ LIMS**
- **'Management requirements'**
  - **Documenting the system**, including Structuring the system/ developing a Manual, Documenting procedures, and good documenting practice
  - **Document control**
  - **Managing records**
  - **Risks, Opportunities, Improvements & Corrective action**
  - **Internal audits & Management review**
- **Summary guide to the implementation of a system**