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