

ISO/IEC 17025 INTERNAL AUDITOR TRAINING



INTRODUCTION

The objective of this course is to provide learners with the knowledge and skills required to perform an internal audit of part of a LMS based on ISO/IEC 17025:2017 (or equivalent) and report on the effective implementation and maintenance of the management system in accordance with ISO 19011 and to contribute to the continual improvement of the MS. The course refers to ISO/IEC 17025:2017 as the management system standard that provides the context for internal audit.



Course Duration : 4 Days

Delivery Methodology : Face to Face

Course Language : English

Accreditation : JRPM

PRIOR KNOWLEDGE

Before starting this course, learners are expected to have the following prior knowledge:

- Understand the Plan-Do-Check-Act (PDCA) cycle
- Knowledge of quality management systems (ISO 9001 or equivalent)
- Knowledge of the requirements of ISO/IEC 17025:2017, which may be gained by completing the JRPM "Introduction to ISO/IEC 17025:2017" training course or equivalent

COURSE CONTENT

SESSION 1: PROCESS-BASED LABORATORY MANAGEMENT SYSTEMS

- The need for and benefits of a LMS
- Structure of ISO/IEC 17025:2017
- Policy and objectives
- Documented information
- The process approach
- PDCA cycle



SESSION 2: AUDITING FOR CONTINUAL IMPROVEMENT

- Continual improvement
- Difficult issues
- Performance evaluation
- Implications for auditors

SESSION 3: AUDIT: DEFINITION AND PRINCIPLES

- The definition of audit
- ISO 19011
- ISO/IEC 17025:2017, Clause 8.8
- Principles of auditing
- Role and responsibilities of auditors

SESSION 4: PLANNING AND PREPARING FOR THE AUDIT

- The audit processes
- Planning the audit
- Preparing for the on-site audit
- Pre-audit contact with the auditee
- Document review
- Audit checklist

SESSION 5: ON-SITE ACTIVITIES

- Gathering information
- Opening meeting
- Conducting the audit
- Questioning techniques
- Controlling the audit



SESSION 6: AUDIT REPORTING AND FOLLOW-UP

- Audit review meeting
- Audit findings
- Corrective Actions Requests (CARs)
- Observations opportunity for improvement
- Presenting the findings
- Reporting on the audit
- Corrective action
- Follow-up and close out



SESSION 7: AUDITOR COMPETENCE AND CERTIFICATION

- Personal characteristics of auditor
- Competence of auditors

ISO/IEC 17025



LABORATORIES



MANAGEMENT



SERVICES



STANDARDIZATIONS



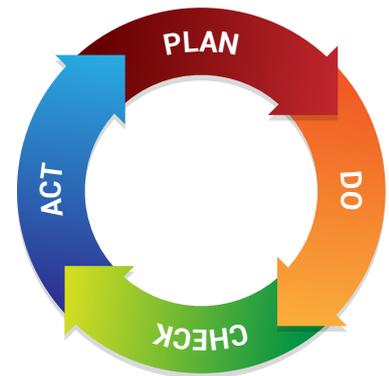
IMPROVEMENT



COURSE CRITERIA

UPON COMPLETION OF THIS COURSE, LEARNERS WILL BE ABLE TO:

- With reference to the Plan-Do- Check-Act cycle, explain the process-based LMS model for ISO/ IEC 17025:2017 and the role of an internal audit in the maintenance and improvement of a LMS;
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow up an internal LMS audit in accordance with the principles given in ISO 19011 where appropriate;
- Plan, conduct, report and follow up an audit of an LMS to establish conformity (or otherwise) with ISO/ IEC 17025 and in accordance with the principles given in ISO 19011 where appropriate.



Learners will need to demonstrate acceptable performance in these areas in order to complete the course successfully.

COURSE CERTIFICATION

Learners who are in attendance for the complete course will be issued with a 'Certificate of Attendance'.





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Head Office / Laboratory

Reva Phoenix Complex, No. 14, 4th Street, Raja Rajeswari Nagar,
Madipakkam, Chennai – 600 091, Tamilnadu, India.



+91 98406 72352



enquiry@revaphoenix.com



www.revacalibration.com