

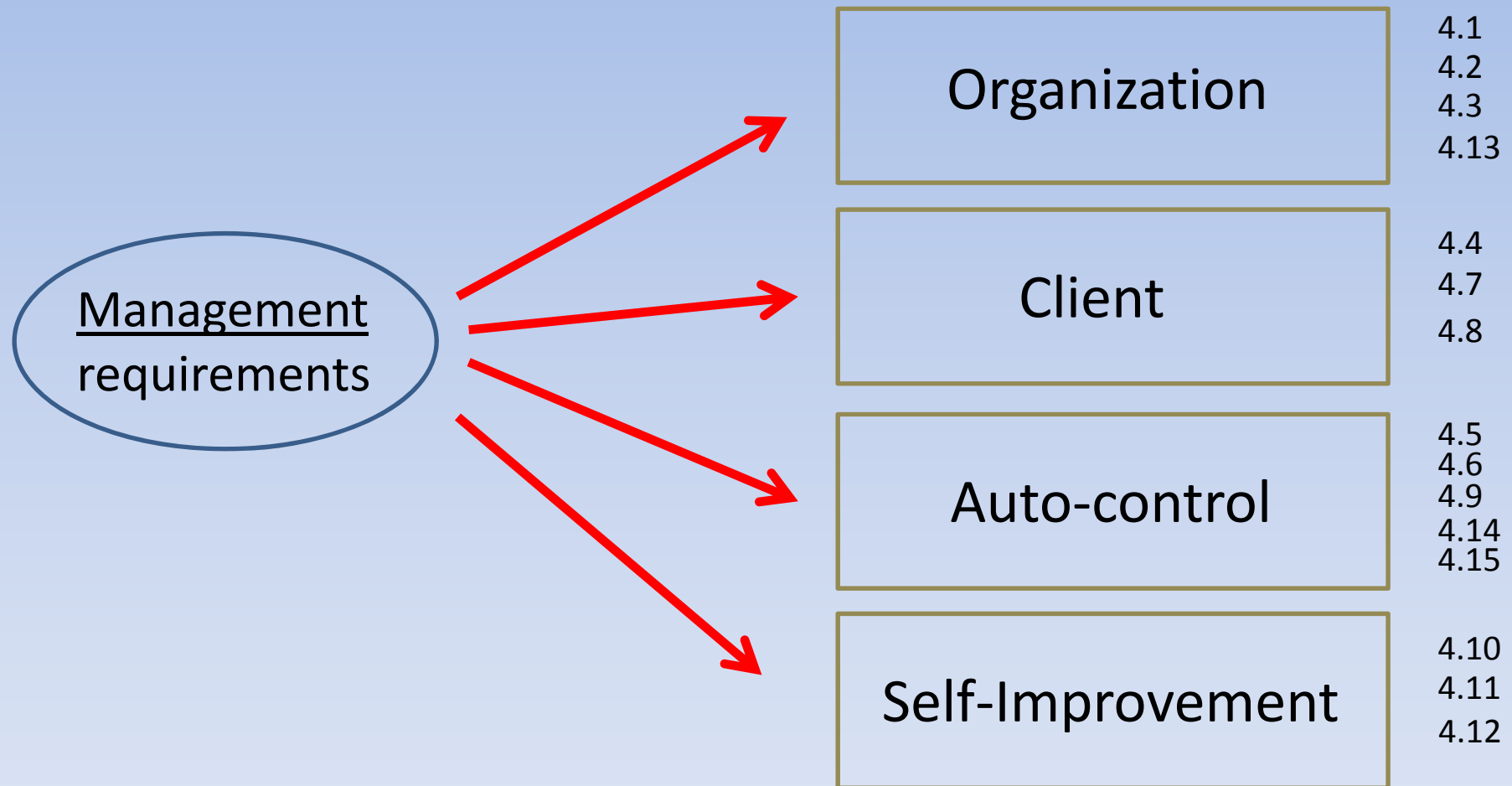
هيئة التقييس  
لدول مجلس التعاون لدول الخليج العربية  
GCC Standardization Organization



## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories

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## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories



## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories

**ALL QMS DOC MUST BE ACCESSIBLE**

Key- Functions to be defined ,as deputies

Avoid conflict of interest

Promote communication

QMS (alive)

- create
- implement
- maintain

Documentation Management

Organization

4.1  
4.2  
4.3  
4.13

Client

4.4  
4.7  
4.8

Auto-control

4.5  
4.6  
4.9  
4.14  
4.15

Self-Improvement

4.10  
4.11  
4.12

## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories

Review requests, tenders and contracts

High cooperation with the client

Agreement for any changes

Complaints consideration

Evidence of improvement of the relationship

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Organization

4.1  
4.2  
4.3  
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Self-Improvement

4.10  
4.11  
4.12

Exercise 1 on Management (NC) :

“The Quality Manual has been established using the helping hand of an external consulting company.”

**Minor NC ?**

Exercise 2 on Management (NC) :

“There is no Quality policy statement in the Quality Manual.”

**NC ? Minor or Major ?**

Exercise 3 on Management (NC) :

“The Lab Head in charge of the control of the bottled water in this factory is in charge of commercial development of this product also.”

**NC ? Minor or Major ?**

Exercise 4 on Management (NC) :

“The Quality Manual doesn’t mention any safety requirements on the operations of laboratories.”

**NC ? Minor or Major ?**



Exercise 5 on Management (NC) :

“The Head of the lab is the sister of the main customer’s Director.”

**NC ? Minor or Major ?**

Exercise 6 on Management (NC) :

“The Quality Manager is not located in the same site than the Director of the lab (30 km far from it).”

**NC ? Minor or Major ?**

Exercise 7 on Management (NC) :

“The lab didn’t define its analytical work as a major process.”

**NC ? Minor or Major ?**

Exercise 8 on Management (NC) :

“The lab didn’t dedicate someone to resolve the complaints received from the customers.”

**Major NC ?**

Exercise 9 on Management (NC) :

“The lab didn’t dedicate someone to resolve the complaints received from the customers.”

**Major NC ?**

Exercise 10 on Management (NC) :

“There is neither defined policy nor dedicated procedure for the following-up of customers’ claim.”

**Major NC ?**

## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories

Tests subcontractors under control

Evaluation of suppliers (chemicals and service)

Non conforming testing work

Internal audit to perform regularly

Management review periodically

Organization

4.1  
4.2  
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Client

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## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories

Continuous improvement (living system)

Corrective actions to define

Preventive action to define

Organization

4.1  
4.2  
4.3  
4.13

Client

4.4  
4.7  
4.8

Auto-control

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Self-Improvement

4.10  
4.11  
4.12

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## Exercise 11 on Management (NC) :

“After one year of activity under accreditation requirements, the lab didn’t record any internal NC (no corrective action also).”

**NC ? If yes, how would you write it ?**



## Exercise 12 on Management (NC) :

“An Internal NC has been written for non stability of an HPLC equipment. 3 actions have been undertaken to try to fix the problem but none succeeded.”

**NC ? If yes, how would you write it ?**

## Exercise 13 on Management (NC) :

“Version 2 and 3 of the record ref ZZAAXX are available in the QMS, although everybody knows only the last one is to be used. No copy of version 2 was found in the lab.”

**NC ? Minor or major ?**

Exercise 14 on Management (NC) :

“The Quality Manager cannot show any evidence of the continually improvement of the effectiveness of the QMS.”

**NC ? Minor or major ?**

## Exercise 15 on Management (NC) :

“Mrs Aischa has been nominated as the new Head of the lab two months ago. The organisation diagram doesn’t include this change. The Quality Manager doesn’t know this information.”

**How many NC ? Based on what ?**

Exercise 16 on Management (NC) :

“No complaint have been recorder for the last 12 months.”

**Is it possible ? How to ensure the client is satisfied ?**

Exercise 17 on Management (Case study) :

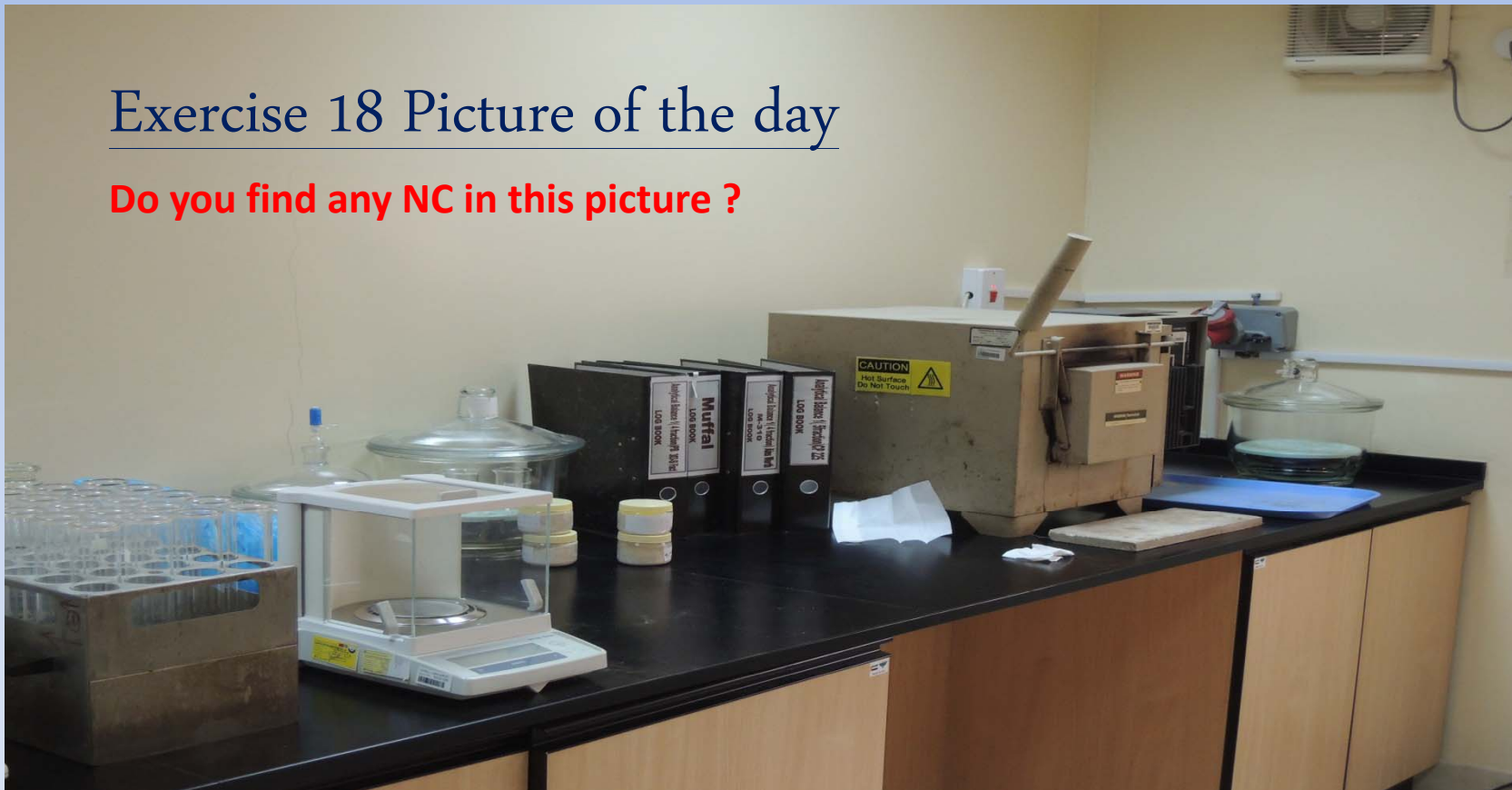
For environmental consideration, and 14001 requirements, the lab is operating a “zero paper” policy. All the PC are linked through a network. All relevant documents are stored locally and the network is used to promote easy soft copy transfer as requested. As the personnel is considered to be competent on computer management, the Director decided to avoid hiring any IT.

**Is this situation acceptable ? Do you feel any  
NC for this situation ?**

## ISO/IEC 17025: Lead Assessor of testing & calibration laboratories

### Exercise 18 Picture of the day

Do you find any NC in this picture ?



Exercise 19 on Management (NC) :

“The efficiency of the extinguishers of the lab is not controlled regularly.”

**Is this a major NC ?**



Exercise 20 on Management (NC) :

“For financial reasons, the Director of this small lab hired a student for 6 months to complete a Quality Manual before accreditation session. At the time of audit, this student has left and the Director, as a deputy, is the Quality Manager.”

**NC ? Minor or major ?**