

هيئة التقييس  
لدول مجلس التعاون لدول الخليج العربية  
GCC Standardization Organization



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

*Pierre-Michel DUDERMEL*  
*23th, April 2013*



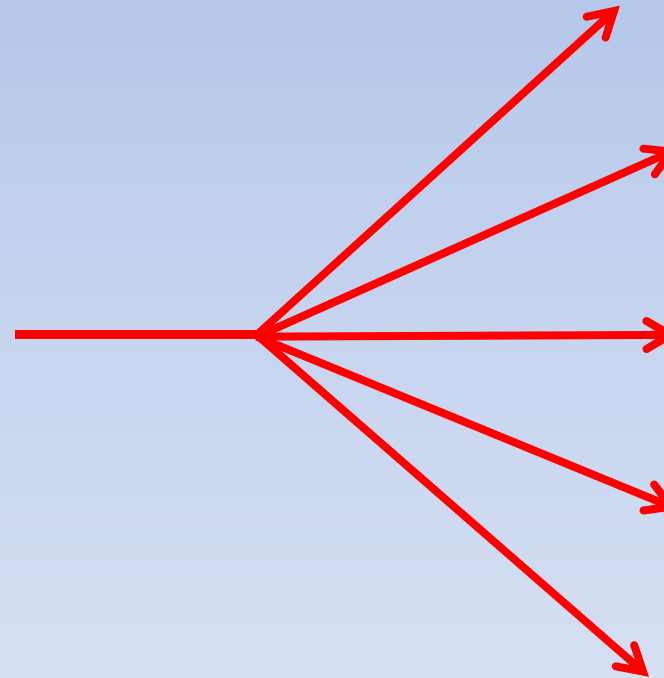
وزارة البيئة  
Ministry of Environment

INEXSE

EADS  
COMPETENCE  
CENTER QATAR

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

### Technical requirements



STAFF VALIDATION

5.2

ENVIRONMENT

5.3

METHOD VALIDATION

5.4

EQUIPMENT VALIDATION

5.5

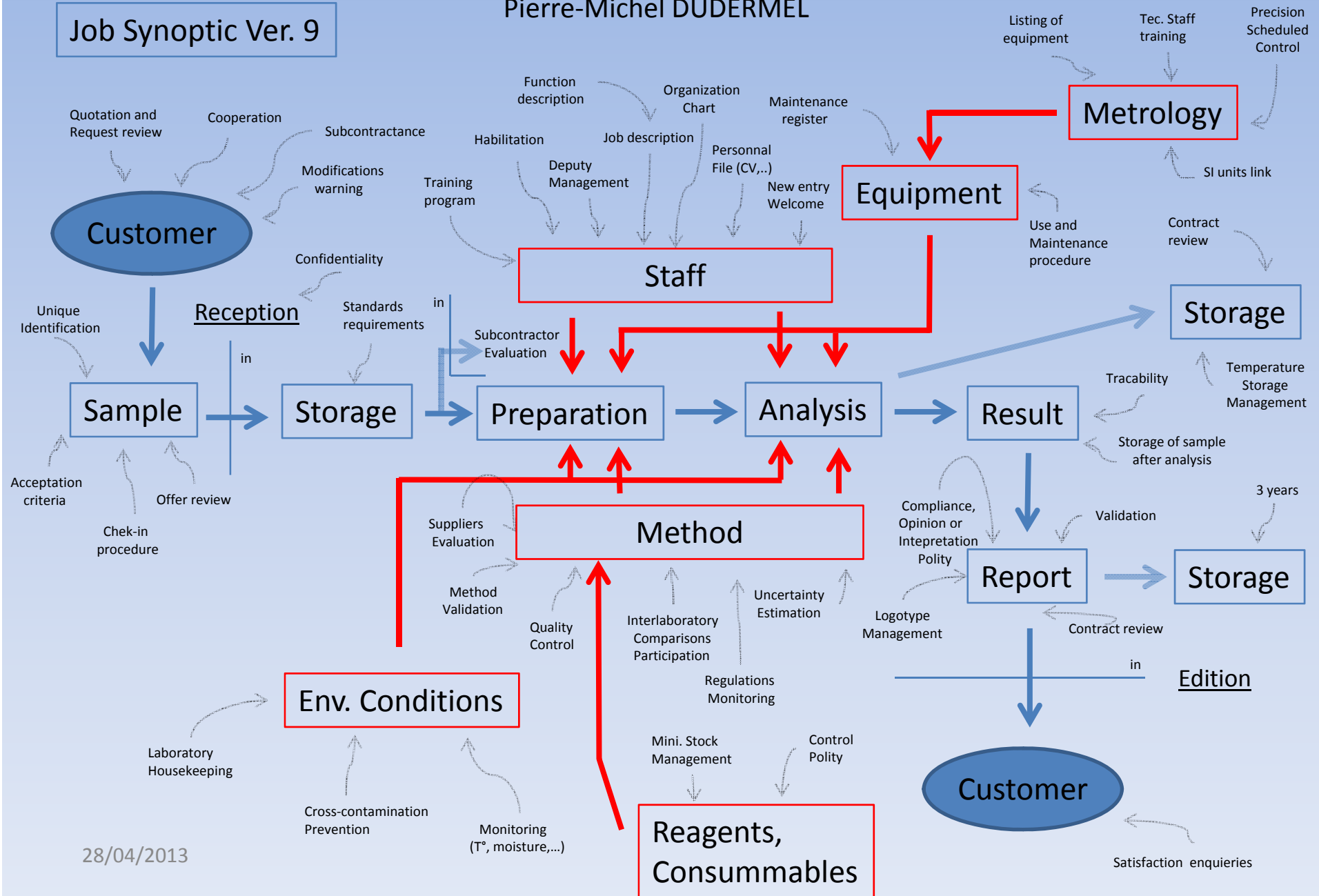
TRACEABILITY

5.6

# EN ISO/IEC 17025 General technical review

Pierre-Michel DUDERMEL

Job Synoptic Ver. 9



28/04/2013

Exercise 1 on Technical part (NC) :

“The limit of quantification of nitrate in drinking water doesn’t comply with Qatar regulatory for drinking water quality (WHO recommendations application).”

**NC ? Minor or major ?**

Exercise 2 on Technical part (NC) :

“There is no habilitation (qualification) process defined for technical activities of the lab.”

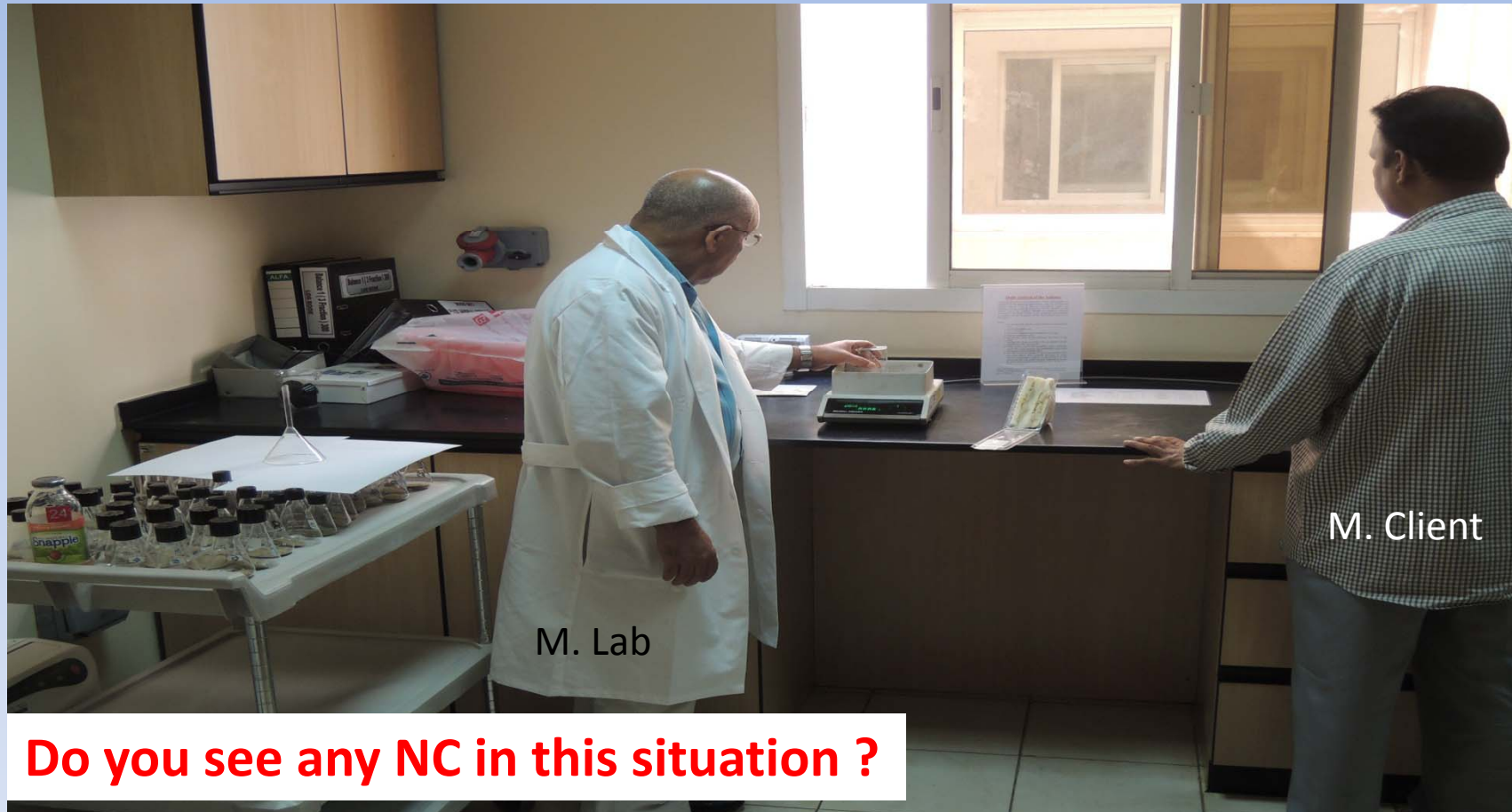
**NC ? Minor or major ?**

Exercise 3 on Technical part (NC) :

“A training plan has been established for the next three years. At the end of the first year, only 10% of the training program has been completed.”

**NC ? Minor or major ?**

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



**Do you see any NC in this situation ?**

Exercise 4 on Technical part (NC) :

Exercise 5 on Technical part (NC) :

“No new habilitation has been recorded after one year activity, except the ones created in the beginning of accredited activity. ”

**NC ? Minor or major ?**



Exercise 6 on Technical part (NC) :

“The technical procedures ref LAB/MAT/WP-003 and LAB/MAT/WP-017 have never been revised for more than 3 years and 5 years respectively.”

**Is this fact a NC ? If not, how could it be so ?**

- Tolerance for weight is  $\pm 0.001\%$

- Tolerance for weight is  $\pm 0.001\%$

**CHECKED BY:**

REMARKS:

OK

31696-001 Regular Checkup for Balance 11/02/2013 version 1.00

107.002

# NC ?

*INEXSE*

Exercise 8 on Technical part (NC) :

“In the lab, a “wild” hard copy of the standard used every day doesn’t mention any control of diffusion by the QMS.”

**Is this a NC ? Minor or major ?**

Exercise 9 on Technical part (Case study) :

For extra work load, your lab decides to subcontract the analysis of alumina in water to another lab. The rest of the analysis are made by your lab.

**Is this situation acceptable ?**

**What kind of actions should your lab operate to match with 17025 requirements ?**

Exercise 10 on Technical part (NC) :

“The subcontractors assessment policy of the lab is defined that way :

- Availability in the country
- Price
- Closeness of the lab.”

**What do you think of this policy ?**

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



**What kind of question could you ask to the lab ?**

Exercise 11 on Technical part (NC) :



Exercise 12 on Technical part (NC) :

“There is no policy of subcontractance defined by the management of the lab.”

**What do you think of this policy? Is it possible?**

### Exercise 13 on Technical part (NC) :

“A problem on the pH-meter has been faced in the lab. An efficient actions plan has been designed and followed-up (a new probe has been ordered and installed on the device and the equipment is now available). As the problem has been easily and efficiently fixed, no NC has been written.”

**Is this a normal case for a lab working under  
Quality assurance requirements ? Major NC ?**



## Exercise 14 on Technical part (NC) :

“For technical reasons, the lab decides to change the method and the limit of quantification of one of its analysis to reduce the time of delivery. To assume a good relationship with its client because of the potential trouble of this change, the lab decided to discount the price of analysis of 10%.”

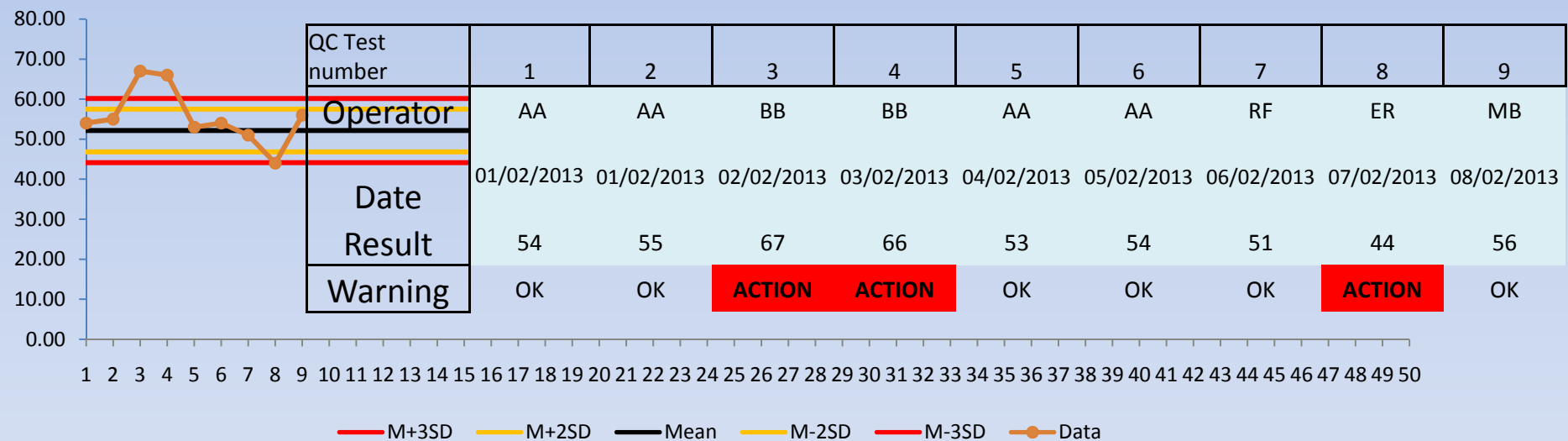
**Can you detect any NC in this situation ?**

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

Can you detect any NC in this situation  
considered as normal for the lab ?

### Exercise 15 on Technical part (NC) :

#### On-going Control chart



**ACTION** 1 - no acceptable value > |3 SD|

**ALERT** 2 - only 1 acceptable value between |2 SD| and |3 SD|

## Exercise 16 on Technical part (NC) :

“The analytical procedure for Mercury determination in soil mentions the use of 5 different concentration solutions to calibrate the equipment. Actually, the lab operates calibration using 7 levels of calibration. This change is not mentioned in a revised version of the relevant procedure. ”

**Will you write a NC for this ?**

## Exercise 17 on Technical part (NC) :

“Mrs Aischa is the lead analyst of the lab for 5 years. She has not been habilitated (qualified), despite a procedure is existing and applied to everyone.

Actually, she practises the test everyday.

During the audit, she has been very available and kind with the auditor. ”

**Will you write a NC for this ?**

Exercise 18 on Technical part (NC) :

“No record of technical data are available as soft electronic documents.”

**NC ?**

Exercise 19 on Technical part (Study of an answer) :

“Despite the pH-meter has not been calibrated for two months because no more calibration solution is available, tens of results have been provided and sent to customers ”. **Major NC.**

“The following action plan is proposed to the assessor :

- New cal. solution will be purchased
- As soon as received, this solutions will be used to calibrate the pH-meter.

**Is this answer satisfactory for you (as assessor) ?**

Exercise 20 on Technical part (NC) :

“The lab didn’t participate to any laboratory intercomparison to validate its method.”

**What could the lab answer to this NC ?**