

**Equip your team with expert auditing skills to drive compliance and continual improvement.**

Course Duration: 2 days

## Introduction

Internal auditing is the cornerstone of a robust and continually improving Laboratory Management System. This comprehensive two-day course is meticulously designed to provide laboratory personnel with the expert knowledge and practical skills required to plan, conduct, report, and follow up on effective internal audits against the ISO/IEC 17025:2017 standard. Through a blend of theory, practical workshops, and real-world scenarios, participants will transform from understanding the standard to being able to verify its implementation and effectiveness critically.

## Who Should Attend?

This course is essential for laboratory personnel responsible for maintaining and improving the management system, including:

- Quality Managers, Quality Assurance Officers, and Management Representatives
- Laboratory Managers, Supervisors, and Team Leaders
- New and existing Internal Auditors
- Technical and Scientific Staff involved in compliance activities

\*A fundamental understanding of the ISO/IEC 17025:2017 standard is a prerequisite and is recommended.\*

## Course Benefits

Upon completion of this course, participants will be able to:

- Understand the principles, criteria, and types of quality auditing.
- Plan and prepare a comprehensive audit schedule and notification.
- Develop effective audit checklists tailored to ISO/IEC 17025:2017.
- Conduct opening and closing meetings with confidence.

- Apply effective audit methodologies, observation techniques, and questioning styles.
- Identify, classify, and document non-conformities and audit findings.
- Write clear and concise non-conformity reports and audit summaries.
- Manage the corrective action process and verify its effectiveness.
- Gain a practical understanding of expected audit evidence for all clauses of ISO/IEC 17025:2017.

## Course Content

- Introduction to Quality Auditing: Covers core principles, auditor competencies, and lead auditor duties.
- Audit Planning: Details systematic preparation, scheduling, and formal notification.
- Preparation for Audit Checklist: Hands-on development and use of checklists.
- The Audit Process: On-site execution, meeting conduct, methodology, non-conformity identification, and documentation.
- Audit Reporting and Follow-Up: Creating reports, assigning corrective actions, and verifying effectiveness.
- Workshop on Auditing Against ISO/IEC 17025 & SAMM: Practical application to assess compliance with all standards and accreditation requirements.

*“Learn how to effectively implement and maintain an internal auditing program for your ISO 17025 system. This course gives lab personnel the essential knowledge and competency to succeed.”*

**For further information, please contact: Metrochem Consultancy Services (002505991-X), 28 Jalan USJ 2/4B, 47600 Subang Jaya  
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