

Combined Laboratory Management Course

PROGRAMME

Day 1

- 0915 Welcome & introductions
Laboratory structure and the roles of QM & TM
Coffee/tea
Exercise: Organisation chart
Management system - business processes framework & ISO 17025
Exercise: Job descriptions of QM and the TM
- 1245 *Lunch*
- 1345 Laboratory facilities
Services and supplies
Exercise: Fitness for purpose & list of approved suppliers
Coffee/tea
Ensuring competence – equipment
Exercise: Purchasing equipment
Exercise: Calibration programme
- 1730 End of Day 1

Day 2

- 0900 Ensuring competence – personnel
Exercise: Personnel training
Coffee/tea
Tenders, contracts and requests – the review process
Subcontracting
Exercise: Subcontractors' register and assessment of competence
Ensuring competence – test and calibration methods
- 1245 *Lunch*

- 1345 Exercise: Format of a test/calibration method
 Exercise: Aspects of a test method that require validation
 Coffee/tea
 Documentation and documentation control process
 Exercise: Documentation control and administrative procedure headings
 Handling samples and items
 Exercise: Sample/item handling process and booking in of samples/items
- 1745 End of Day 2
- Day 3
- 0900 Ensuring competence – management controls
 Exercise: Audit programme
 Ensuring competence – performance of calibrations and tests
 Coffee/tea
 Exercise: Worksheets production
 Audit Records
- 12:30 *Lunch*
- 13:30 Exercise: Development of an audit checklist
 Witnessing tests and calibrations
 Exercise: Development of an audit checklist for use during a witnessed audit
 coffee/tea
 Nonconforming work
 Exercise: Corrective/preventive action form
 Human aspects
 Exercise: Preventive/Improvement actions
- 17:30 End of Day 3



Day 4

- 08:30 Exercise: Witnessing an activity & Corrective actions
Reporting back
Exercise: Reporting back to the auditees
- 12:30 *Lunch*
- 13:15 Exercise: Reporting back to management
Records
Reporting, opinions and interpretations
Complaints process
Exercise: Complaints process flowchart
Open forum, review and course wrap-up
- 1645 Close of course