

## Laboratory Management Roles of the Quality Manager and Technical Management

### PROGRAMME

#### Day 1

- 0915 Welcome & introductions  
Laboratory structure and the roles of QM & TM  
*Coffee*  
Exercise: Organisation chart  
Management system - business processes framework & ISO/IEC 17025:2005  
Exercise: Job descriptions of QM and the TM
- 1245 *Lunch*
- 1345 Laboratory facilities  
Services and supplies  
Exercise: Fitness for purpose & list of approved suppliers  
*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*  
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  
*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  
Exercise: Worksheets production  
*Coffee*  
Exercise: Test method audit  
Exercise report back  
Nonconforming work and continual improvement  
Exercise: Proforma production
- 1245 *Lunch*
- 1345 Records  
Reporting, opinions and interpretations  
Complaints process  
*Tea*  
Complaints process  
Exercise: Complaints process flowchart  
UKAS assessment and the roles of the TM and QM  
Open forum, review and course wrap-up
- 1645 Close of course