



QUALITY
FIRST
ACADEMY

TRAINING FOR SUCCESS

ISO 17025 TRAINING

Training and Skills Development and Consultation
for Testing and Calibration Laboratories in Africa.

@ Quality First, all training includes examples and
references to your sector / interest.



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TRAINING

Available in-house or at venues. This is a list of courses that may be of interest. Contact us to request course overview or discuss your custom needs – we can assist !

- ✓ **ISO 17025 Implementation/ System Courses (3 Days).** Requirements and approach to implementation.
- ✓ **Chemical Laboratory Safety (1 Day).** Legislation, chemical hazards, classification, labelling and storing chemicals.
- ✓ **Best Analytical Laboratory practices to ensure quality results (customizable content and period).** From first principles to in-lab evaluation of personnel.
- ✓ **Internal Quality Control (IQC) (1 Day).** Daily tools to ensure the quality of an analytical result.
- ✓ **Internal Auditing (2-3 Days).** Skills to perform audits, to assess whether the activities are being maintained. Day 3 includes practical application.
- ✓ **Risk and Effective Cause Analysis (2 Days).** Robust approach to address risks and root cause analysis.
- ✓ **Effective Management Review (1 Day).** Skills to effectively review the laboratory activities and agree to areas needing improvement.

- ✓ **Method Validation (2 Days).** Learn methodologies to evaluate the performance capability of your method.
- ✓ **Evaluation of Measurement Uncertainty (1 Day).** Tools to identify and evaluate the contributions to method uncertainty.
- ✓ **Data and Information Management System Validation (2 Days).** Learn methodologies to ensure data and information integrity.
- ✓ **Excel and Office for Quality Assurance and Laboratory personnel (1 Day).** Hands-on skills development. Tools and tips to achieve tasks required by Quality Assurance and Laboratory personnel.
- ✓ **Microsoft Office Programs (Varying Days).** Word, Excel and PowerPoint to meet your needs.
- ✓ **Using Information and Communication collaboration platforms (MS Teams and SharePoint; Google Workspace) for effective Remote assessments (1 Day).**
- ✓ **Practical Data Management(1 Day).** How to integrate paper and electronic information.
- ✓ **Laboratory Management Development Topics:**
 - Train the Trainer (2 Days).
 - Procurement and Stock Management (2 Days).
 - Customer Service and Contract review (1 Day).
 - The “New Normal” in Laboratory Efficiency: Leaner, Faster, Smarter (2 Days).

- ✓ **Effective Laboratory Quality Management and Operational Efficiency (5 Days).**
 1. Introduction to Quality and ISO 17025 – effective implementation, process approach and risk-based thinking.
 2. Personnel management and Leadership to drive quality.
 3. Equipment management.
 4. Inventory and purchasing.
 5. Workflow mapping - facilities and safety.
 6. Process Control - sample to report management
 7. Quality Monitoring and Assessments – quality control, proficiency testing.
 8. Assessments and review - audits and management review.
 9. Integrating risks, nonconforming events, root cause mapping and corrective action.
 10. Driving operational and quality improvement, and reducing errors through technology, collaboration and information management and effective use of data.
- ✓ **Pipetting Technique and Competency (practical) (1-2 Days) *To be quoted on number of participants.*** Competency using the Artel PCS instrument with full Metrological traceability.

