

# ISO 17025 training courses

**COBHAM**

## 2010 training courses dates

Cobham Technical Services  
AccessERA



Cobham Technical Services' series of UKAS accreditation courses provide delegates with a detailed understanding of how the requirements of ISO 17025 can be implemented cost-effectively, and how UKAS interprets these requirements during their assessment and surveillance visits. They are suitable for those considering accreditation as well as those already accredited. Each course reflects the practical experiences of the presenters, gained through their successful operation of UKAS accredited laboratories and quality management systems over many years.

## UKAS Accreditation for Laboratory Staff

**10 June and 11 November 2010**

Delegates who work at the 'coal face' of taking measurements for their ISO 17025 accredited laboratories will gain a thorough understanding of the problems they are likely to encounter, and must deal with, during their daily routine. Laboratory and Quality Managers who need a detailed understanding of what their staff must do in order to ensure continued and cost-effective ISO 17025 compliance, would also benefit from this valuable training.

**Hosiden Besson Ltd, delegate autumn 2009**  
"Very informative with excellent analogies used to press the point"

## Auditing in UKAS Accredited Laboratories

**20 May, 8 September and 7 December 2010**

This course provides delegates with a thorough understanding of the ISO 17025 auditing requirements, and how they can be implemented cost-effectively within an accredited laboratory. Exercise modules involving syndicate work and group discussions will demonstrate methods and tools for effective auditing. The course also includes strategies for dealing with problems found during an audit. This course is extremely popular so we would advise that you book well in advance.

**Health Protection Agency, delegate spring 2010**  
"A lot of good information for first time auditors, or as a refresher"

### Ever thought about in-company training?

These courses can be delivered at your site. To discuss your training requirements, please call The Events Team on +44 (0)1372 367439.

**CPD**  
**CERTIFIED**  
The CPD Certification Service

# UKAS Accreditation for Laboratory Staff

10 June and 11 November 2010

Cobham Technical Services  
AccessERA



08.45 Registration and refreshments

## 09.00 Introduction

- History of UKAS
- Relevance of accreditation to your laboratory
- Credibility of UKAS.

### Training

- UKAS requirements
- Market perception of UKAS laboratory staff competence
- Why is it important?
- Focus on competence
- Types of training and special requirements - calibration laboratories, personnel certification, proficiency testing
- Training records.

### Surviving auditing

- What everyone has to know, including why do we audit?
- How to survive audits.

### Calibration

- UKAS requirements
- Equipment and materials
- Traceability - why and how?
- Labelling
- Materials' special requirements
- Pitfalls - over familiarity, hired or loaned equipment.

### Records, results and reporting

- What is recorded and how?
- Project and support records
- Why do we record and what are records used for?
- Focus on results and archive
- Reporting - basis for your customers' decisions.

12.45 Lunch

## Technical procedures

- UKAS requirements
- Standards - in-house and customers' procedures
- Personal notes
- Deviation from procedures - when and with what implications?
- Pitfalls - faulty, inadequate, deviation from and uncontrolled procedures.

## Proficiency testing

- Types of proficiency programmes
- UKAS approach
- Internal schemes
- Analysis of the data and presentation of the information
- Uses of the results.

## Your customers' property

- UKAS requirements
- Receipt - verify
- Using - care
- Disposal - how and what evidence?
- Security.

## Uncertainties of measurement

16.20 Close.

The United Kingdom Accreditation Service (UKAS) is recognised by the UK Government as the sole national body responsible for accrediting organisations that perform calibration, testing or sampling. For laboratory accreditation, UKAS assesses to ISO 17025, the international standard for the competence of test and calibration laboratories.

# Auditing in UKAS Accredited Laboratories

20 May, 8 September and 7 December 2010

Cobham Technical Services  
AccessERA



08.30 Registration and refreshments

08.45 Introduction

**The auditing system**

- What are the ISO 17025 requirements?

**Syndicate exercise -**

**Setting out the audit plan**

- **Auditing records**
- Practical aspects of the auditing process
- Implications and benefits of audits.

**Horizontal and vertical auditing**

- Horizontal and vertical auditing - what are they and which is best?

**Syndicate exercise -**

**Auditing of administration records**

12.45 Lunch

**Syndicate exercise -**

**Auditing in the laboratory**

**Syndicate exercise -**

**Auditing of certificate production**

**Root cause analysis**

- Finding the root cause
- 5 why's.

**Syndicate exercise - root cause analysis**

**Corrective actions**

- Timescales, appropriateness, consequences
- Preventative actions
- When should UKAS be informed?

**Syndicate exercise - corrective actions**

**Annual quality system review**

- Audit information and the annual quality system review
- Review of corrective actions
- Methods of implementation
- Part of the improvement process.

**Wash-up group exercise**

17.00 Close.

## Your speakers

The presenters have practical, hands-on experience gained by operating commercially successful UKAS accredited laboratories, enabling them to give detailed, specific responses and cost-effective solutions to questions.



**Peter Davis - Quality Assurance Manager, Cobham Technical Services**

Peter has over 30 years' experience in quality management. During this time he has been responsible for designing, developing, implementing and maintaining Quality Systems for research, design, manufacturing, software, testing and product certification for military and commercial equipment and services. Peter also provides a Quality Assurance consultancy and advisory service for customers of Cobham Technical Services and AccessERA subscribers and has also written numerous articles for the quality press.



**Paul McCarthy - Independent Consultant**

Paul has extensive experience in both the operation and auditing of laboratories in line with the requirements of ISO 17025. Over the past 29 years he has worked in internationally recognised materials testing laboratories fulfilling the roles of operational, quality and technical management. In January 2004 he established his own consultancy, addressing laboratory quality assurance and materials testing matters. He is an UKAS and INAB laboratory assessor, undertakes audits across Europe and the US for Nadcap (the global aerospace accreditation organisation), and helps laboratories prepare for accreditation against ISO 17025.

# Booking Form

Cobham Technical Services  
AccessERA

Please photocopy this form if you wish to register more than one delegate.  
Send a second person at a discounted price!

## Delegate details

Name <small>Dr Mr Mrs Miss</small>
Job Title
Organisation
Address
Postcode
Telephone
Fax
E-mail
VAT number (EU customers only)
<input type="checkbox"/> Please tick if you are happy to receive further information about Cobham Technical Services via e-mail. It is our policy NOT to supply your details to third parties.

## Bookings

I wish to make a firm booking for:

**UKAS Accreditation for Laboratory Staff**

☐ 10 June 2010 Ref: 31023      ☐ 11 November 2010 Ref: 31043

**Auditing in UKAS Accredited Laboratories**

☐ 20 May 2010 Ref: 31020      ☐ 8 September 2010 Ref: 31026

☐ 7 December 2010 Ref: 31047

## Fees\*

UKAS Accreditation for Laboratory Staff				
Fee rate	Fee	VAT@17.5%	Total	Please tick
Early Booking Rate	£430.00	£75.25	£505.25	
Standard Rate	£470.00	£82.25	£552.25	
Auditing in UKAS Accredited Laboratories				
Fee rate	Fee	VAT@17.5%	Total	Please tick
Early Booking Rate	£450.00	£78.75	£528.75	
Standard Rate	£490.00	£85.75	£575.75	

\*AccessERA subscribers and additional delegates receive a 10% discount on these rates. For more information on booking rates, please go to: <http://shop.era.co.uk>. If you subscribe to AccessERA and would like to use your AccessERA credits to attend, please contact The Events Team on: +44 (0)1372 367439.

## Payment method

Purchase order no.....

Payment of £..... is enclosed **OR** please charge to:  
Access/American Express/Delta/Diners Club/Eurocard/Mastercard/Switch/Visa

Name of cardholder.....

Card number

Expiry date     Issue No

Payment has been made by bank transfer ☐

VAT registration no: GB 209 7152 66

## Venue:

Your course will take place at Cobham Technical Services, Cleeve Road, Leatherhead, Surrey KT22 7SA, UK. It is a 15 minute walk from Leatherhead main-line station. Visitor car-parking is available on-site.

A location map and directions are available at: [www.era.co.uk/location](http://www.era.co.uk/location).

## Early booking rates:

Early booking rates are valid up to one calendar month before the date of the course and can only be claimed at the time of booking.





## Additional booking rates:

Additional booking rates are applicable to second and subsequent delegates and may only be claimed at the time of booking.

## Did you know?

An AccessERA subscription is an excellent way of accessing technical advice and information in the right format at the right time. All AccessERA subscribers receive a 10% discount on the current course price at time of booking, when the booking is made directly with the Events Team. To find out more, please call us on: +44 (0)1372 367439 or e-mail: [era.accessera@cobham.com](mailto:era.accessera@cobham.com).

## Ways to book:

-  <http://shop.era.co.uk>  
Total security is assured and normal booking conditions apply.
-  +44 (0)1372 367439 - please be prepared to quote a purchase order number or supply us with credit card details.
-  +44 (0)1372 367009\*
-  The Events Team, Cobham Technical Services, Cleeve Road, Leatherhead, Surrey KT22 7SA.

\* Please note that booking forms received without payment will be considered binding and invoiced automatically.

## Enquiries:

Please contact The Events Team by calling: +44 (0)1372 367439 or e-mail: [era.events@cobham.com](mailto:era.events@cobham.com).

## How to pay:

Payment must be made before attendance at the event and must be made in £ sterling only. Acceptable methods of payment are by cheque (payable to ERA Technology Ltd), credit card or bank transfer. Bank transfers, free of all charges, can be made to ERA Technology Ltd via: Barclays Bank PLC, PO Box 1824, Wimborne, Dorset, BH21 1YJ; sort code: 20-96-96, account no. 00327433. When paying by bank transfer, please quote the relevant course, reference number and the delegate and company name.

## Cancellations and transfers:

Cancellations and transfers must be received in writing. Cancellations and transfers received up to the 15th working day prior to the event will be subject to a charge of 20% of the invoiced course fee + VAT or 20% of the AccessERA credits charged. After this, 15 day deadline transfers cannot be accepted and cancellations will be subject to payment in full or 100% of the AccessERA credits charged. Substitutions can be made at any time.

## Cobham Technical Services:

Cobham Technical Services works at the leading edge of advanced technology consultancy and design. The business provides specialist, high value-added, technology-based services including design and development, testing, assessment and expert advice. For further information visit: [www.cobham.com/technicalservices](http://www.cobham.com/technicalservices).

☐ Please tick here if you would prefer not to receive details about future events or services offered by Cobham Technical Services.

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