

**Trends in Quality Management -
Quality Management Systems beyond
ISO/IEC 17025**

**presented by
RCChem Learning Centre**

In association with

**ALPI (Indonesian Food Laboratory Association)
and
IFAN (Indonesian Food Analysis Network)**

**Bandung, Indonesia
7th and 8th May, 2015**

PROGRAM OVERVIEW

1. INTRODUCTION

To meet international expectations, organizations involved in laboratory testing need to be accredited to international laboratory standards. The 1990 International Standards Organization ISO Guide 25 for laboratory quality was updated to include the principles of the ISO 9001:1994 Quality Systems Standard and was released in 1999 as the ISO/IEC 17025:1999 Standard. However, since then both the ISO 9001 and the ISO/IEC 17025 Standards have been updated to become ISO 9001:2008 and ISO/IEC 17025:2005 respectively.

The terminology changes in the revised 17025 Standard include "**quality system**" being replaced with "**management system**", reflecting the fact that quality is actually a style of management. The common thread in all Quality Systems Standards is "Risk Management", which should be part of an organization's philosophy, practices and business plans. One of the greatest risks to a laboratory's success is the mismanagement of its human resources. Senior management must strive to create a climate of trust and security in order to develop a culture of innovation and entrepreneurship. A robust laboratory safety system will protect the welfare of the staff and confirm the climate of security.

2. TOWARDS A MATURE MANAGEMENT SYSTEM

A continuously improved risk focused management system will grow to incorporate many other standards, including safety standards, environmental standards, human resource standards and corporate governance standards. The objective of this Seminar is to develop participants' working knowledge of management systems through a blend of topics covering the Management of Quality and the Quality of Management. Participants will be able to identify the procedures and culture a laboratory should adopt to ensure that their management system addresses all risks, and that it is effectively managed. They will gain an idea of the latest trends in quality standards that they can incorporate into their own management system.

Whether you are a student or graduate wanting to understand the practicalities of quality systems, or a Chemist wanting to better understand the principles of quality control and quality assurance, or a future manager who will be in charge of an accredited quality system, or even a professional quality manager, you will benefit from attending this Seminar. The Seminar will cover not only a refresh of the ISO 9001 and ISO/IEC 17025 management systems, but will take you through the principles of the latest concepts for business improvement.

PROGRAM

(I) MANAGEMENT SYSTEMS AT THE CUTTING EDGE		
DAY 1-Thursday 7 th May 2015		1. A Brief History of Laboratory Quality Standards. 2. Risk Management - The Common Thread. 3. The Process Approach. 4. Exercise: Human Resources in the Process Approach. 5. Continuous Improvement. 6. Product, People, Place. 7. Exercise –Semi-Quantitative Risk Assessment.
TIME	TUTOR	TOPIC
8:00 am – 8:55am	-	Registration
9:00 am – 9:15am	Chair	OPENING CEREMONY
9:15am – 10:15am	S. Jones	1. A Brief History of Laboratory Quality Standards: <ul style="list-style-type: none"> • Gaps between ISO/IEC 17025:1999 and 17025:2005 (Management Requirements). • The role of top management. • Customer focus.
10:15am – 10:45am		NUTRITION BREAK
10:45 am – 11:15am	S. Jones	2. Risk Management - the Common Thread: <ul style="list-style-type: none"> • Management. • Risk Management (AS/NZS ISO/IEC 31000:2009). • Integrated Quality Risk Management. • Total Quality Management.
11:15 am – 11:45am	S. Jones	3. The Process Approach: <ul style="list-style-type: none"> • Methods. • Sampling. • The Human Factor in Quality Management (Investors in People).
11:45am – 12:15 pm	S. Jones	4. Exercise: HR in the process approach
12:15pm – 1:15pm	-	LUNCH
1:15pm – 2:00pm	S. Jones	5. Continuous Improvement: <ul style="list-style-type: none"> • Continuous Improvement and the 'quality box of tools'. • Meeting Management and Technical Requirements. • Management Review. • Internal Quality Audit. • Preventive and Corrective Action. • Systems Based Auditing and Cross Functional Investigation.

2:00pm – 2:45pm	S. Jones	6. Product, People, Place: <ul style="list-style-type: none"> • Development of Management Systems: Building your Integrated Management System (IMS). • Adopting Practical Aspects/Tips. • Occupation Health & Safety (AS 4801) within the IMS. • Work Health and Safety (WHS). • Environmental Standards (ISO 14004) within the IMS.
2:45pm – 3:15pm	-	NUTRITION BREAK
3:15pm – 4:00pm	S. Jones	7. Exercise: Semi-Quantitative Risk Assessment.
4:00 pm – 4:30 pm	Chairman	DISCUSSION/QUESTIONS AND ANSWERS

(II) EXPANDING YOUR HORIZONS

DAY 2 – FRIDAY 8TH MAY 2015		
<ol style="list-style-type: none"> 1. Exercise -Building Your Integrated Management System (IMS). 2. R&D accreditation. 3. Information Security Management Systems (ISMS). 4. Analytical Instrument Qualification (AIQ). 5. Good Governance – The Quality of Business. 6. OECD Good Laboratory Practice. 7. Into the Future. 8. Future-Proofing Your Integrated Management System (IMS). 		
TIME	TUTOR	TOPIC
9:00 am – 9:45 am	S. Jones	1. Exercise -Building Your Integrated Management System (IMS): <ul style="list-style-type: none"> • How to build an IMS in 30 minutes. • Development of Management Systems. • Adopting Practical Aspects /Tips.
9:45 am – 10:15 am	S. Jones	2. R&D accreditation: Traceability of Measurement.
10:15 am – 10:45 am	-	NUTRITION BREAK
10:45 am – 11:15 am	S. Jones	3. Information Security Management Systems (ISMS): <ul style="list-style-type: none"> • The Laboratory Information Management System (LIMS). • Information Security Management System (ISMS) (AS/NZS ISO/IEC 27002:2006).
11:15 am – 11:45 am	S. Jones	4. Analytical Instrument Qualification (AIQ): <ul style="list-style-type: none"> • Design Qualification (DQ). • Installation Qualification (IQ). • Operational Qualification (OQ). • Performance Qualification (PQ).
11:45 am – 12:15 pm	S. Jones	5. Good Governance – The Quality of Business: <ul style="list-style-type: none"> • “An Invitation to Innovation”. • The Quality of Business. • Business systems; laboratory principles of cost recovery. • AS8000:2003.
12:15 pm – 1:15 pm	-	LUNCH
1:15 pm – 2:00 pm	S. Jones	6. OECD Good Laboratory Practice <ul style="list-style-type: none"> • The Difference Between glp and GLP:

2:00 pm – 2:30 pm	S. Jones	7. Into the Future: <ul style="list-style-type: none"> • Laboratory Examples of Lean & Six Sigma Thinking. • ISO 9001:2015.
2:30 pm – 3:00 pm	S. Jones	8. Exercise –Future-Proofing Your Integrated Management System (IMS): <ul style="list-style-type: none"> • Adding to your IMS.
3:00 pm – 3:30 pm	-	NUTRITION BREAK
3:30 pm – 4:00 pm	Chairman	DISCUSSION/QUESTIONS AND ANSWERS
4:00 pm	Chairman	Closing Ceremony