

COURSE OVERVIEW LE0152
Certified ISO 17025 Lead Auditor

Course Title

Certified ISO 17025 Lead Auditor

Course Reference

LE0152

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



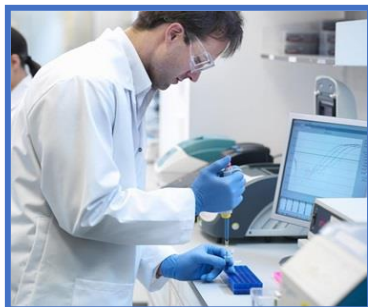
Course Date/Venue

Session(s)	Date	Venue
1	January 21-25, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	April 28-May 02, 2024	Business Center, Concorde Hotel Doha, Doha Qatar
3	July 21-25, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
4	October 21-25, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



ISO 17025:2017 Standard covers the General Requirements for the competence of testing and calibration laboratories. It is based upon ISO 9001, but designed for the special needs of testing laboratories. ISO 17025 addresses the proficiency of an organization to perform the testing and calibration activities. It provides a framework for quality specifically for organizations that want to control their laboratory processes and are seeking to achieve third party accreditation. ISO 17025 covers all areas of laboratory management, including such items as sample preparation, analytical testing proficiency, record keeping, reports accommodation and environmental conditions, document control and corrective/preventive action.



It is essential for an organization to understand its performance against its requirements; and whenever possible, to identify opportunities for improvement. To achieve these objectives, an organization must set out to conduct internal audits of itself. Internal audits are required in ISO 9001:2000 through the clause 8.2.2 and ISO 17025:2017 - clause 4.14. The intent of this process is to ensure the organization's knowledge of itself and how it is performing to its requirements.

This process is charged to the Internal Auditor, whether developed from within or hired from outside. Success in the auditing process is characterized by reliance on a number of principles. These principles make the audit experience an efficient and reliable tool in support of management policies and controls, and in providing information on which an organization can act to improve its performance.

This course is designed to increase participants understanding of auditing techniques against the ISO 17025:2017 requirements. Using interactive laboratory based workshops, simulated audits, tutorials and case studies, participants will develop practical audit skills, improve evaluation and communication and effective reporting skills and learn how to implement corrective action programmes. This course will give you an understanding of the steps of an audit, from preparation to follow-up. You will get your feet wet in practical workshops on human interrelations in internal audits. You will have the opportunity to share with experienced auditors and with other participants. You will present your results during a live meeting with the management of audited sectors. The supplemental workshops will help you further understand the steps of an audit, from preparation to follow-up of corrective actions.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a “*Certified ISO 17025 Lead Auditor*”
- Discuss the general requirements, resource requirements, process requirements and management system requirements of ISO 17025
- Carryout ISO 17025 audit using the process approach
- Ask audit questions that get results
- Identify and document Nonconformities
- Audit to the ISO 17025:2017 Quality Management Systems
- Qualify additional staff to conduct internal audits
- Provide critical knowledge for your management staff
- Gain insight into the ISO 17025:2017 audit requirements to augment/sustain your existing program
- Gain knowledge to help manage a successful ISO 17025:2017 implementation project
- Conduct an audit against the ISO 19011 Audit Standard
- Provide critical knowledge for your staff and management

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of ISO 17025:2017 for those who wish to perform external or internal system audits to ISO 17025:2017, laboratory managers and supervisors, companies seeking ISO 17025 accreditation, companies that recognize the value of operating a laboratory management system, registrar/accreditation body auditors, existing (ISO/QS-9000) internal auditors who are looking to expand their skills in the area of laboratory practices and supplier quality auditors wishing to evaluate laboratory service suppliers, including calibration suppliers.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Workshops & Work Presentations
- 30% Case Studies & Practical Exercises
- 20% Software, Simulators & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Abu Dhabi	US\$ 5,500 per Delegate + VAT . This rate includes H-STK [®] (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day
Doha	US\$ 5,500 per Delegate. This rate includes H-STK [®] (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK [®] (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	US\$ 5,500 per Delegate + VAT . This rate includes H-STK [®] (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

(1) Internationally recognized Wall Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a “*Certified ISO 17025 Lead Auditor*”. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-





- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

* Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *



Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

CEUs

Page 1 of 1

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-19

HTME No. 8667-2014-9020-2555

Participant Name: Abdulsatar Al Otaibi

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
LE0152-3D	Certified ISO 17025 Lead Auditor	November 12-14, 2019	18	1.8

Total No. of CEU's Earned as of TOR Issuance Date **1.8**

TRUE COPY



Maricel De Guzman
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by










P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | Fax: +971 2 3091 716 | E-mail: info@haward.org | Website: www.haward.org

* Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *



Course Accreditations

Certificates are accredited by the following international accreditation organizations:-


- 

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

- 

British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Tarek Awad, PhD, MSc, PGDip, BSc, is a **Senior Analytical Chemist** with over **25 years** of experience within the **Oil, Gas, Refinery & Petrochemical** industries. His experience widely covers in the areas of **Mercury Removal & Analysis** Techniques, **Mercury (Hg) Analyzer, Mercury Vapor Analyzers, Natural Gas & LNG, Analytical Laboratory Management, Gas Chromatography (GC), Laboratory Quality Management, Lab Management Systems, Product & Chemical Analysis, QA/QC, Analytical Management Activities/Techniques, Crude Oil Testing & Equipment, IP/ASTM Test Methods, Crude Oil Sample Analysis, Analysis of Water Quality Specification, Water Sampling Techniques, Water Analysis & Quality Control, Laboratory Environmental Analysis (Soil, Water, Air), Health & Safety and Laboratory Operations**. Further, he is well-versed in **Six Sigma Analysis, Six Sigma Technology, Tool Landscape, Lean Six Sigma, DMAIC, Statistical Process Control, Measurement System Analysis, Business Analysis, Corporate Strategies, Budget Preparations & Follow-Up, Capital & Resources Planning & Management, Planning Claims Management, Quality Assurance & Control, Total Quality Management, Project Management, Quality Management System, Analytical Problem-Solving & Decision Making and Communication & Leadership Skills**. He is a **Certified Data Analyst, Lean Six Sigma Black Belt (LSSBB)**, and **Certified Lead Auditor** in accordance with ISO 9001, ISO14001, OHSAS 18001 and **ISO 17025**.

Dr. Tarek gained his expertise through his long-term dedication as a **Senior Laboratory Analyst** in **SEGAS LNG**. He was in-charge of plant optimization, Quality, Environmental & OHSAS Standards. Prior to this, he was the **Laboratory Manager**, an **Advisor** for a reputable oil, gas and LNG company in the Middle East and was the **Senior Corrosion & QC Chemist** of **WEPCO** wherein his duties involved quality control, corrosion control and chemical optimization for oilfield. He has built-up a formidable reputation with his professionalism and practical problem-solving abilities and has performed significant contribution to his fields.

Dr. Tarek has **PhD** in **Analytical Chemistry**, a **Post Graduate Diploma** and **Master's** degree in **Material Science (Corrosion)** and **Bachelor's** degree in **Chemistry**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, a **Certified CLSSBB Lean Six Sigma**, a **Certified ISO Auditor/Lead Auditor (QMS)**, a **Certified IEMA Auditor (EMS)** and an active member of International Register of Certificated Auditors (**IRCA**), American Center Library, Egyptian Accreditation Council (**EGAC**), Technical Assistance Center (**TAC**), Egyptian Corrosion Society, Egyptian Arab Society of Material Science, Egyptian Syndicate of Scientific Profession and Egyptian Petroleum Association. He has further published various scientific papers, technical journals as well as delivered numerous trainings, courses, seminars and workshops worldwide.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	ISO 17025 General Requirements <i>Impartiality • Confidentiality</i>
0930 – 0945	<i>Break</i>
0945 – 1100	ISO 17025 Resource Requirements <i>General • Personnel</i>
1100 – 1230	ISO 17025 Resource Requirements (cont'd) <i>Facilities & Environment Conditions • Equipment</i>
1230 – 1245	<i>Break</i>
1245 – 1420	ISO 17025 Resource Requirements (cont'd) <i>Metrological Traceability • Externally Provided Products & Services</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0930	ISO 17025 Process Requirements <i>Review of Requests, Tenders & Contracts • Selection, Verification & Validation of Methods (Selection & Verification of Methods, Validation of Methods) • Sampling • Handling of Test or Calibration Items • Technical Records • Evaluation of Measurement Uncertainty • Ensuring the Validity of Results</i>
0930 – 0945	<i>Break</i>
0915 – 1100	ISO 17025 Process Requirements (cont'd) <i>Reporting of Results (General, Common Requirements for Reports (Test, Calibration or Sampling), Specific Requirements for Test Reports, Specific Requirements for Calibration Certificates, Reporting Sampling – Specific Requirements, Reporting Statements of Conformity, Reporting Opinions & Interpretations, Amendments to Reports • Complaints • Nonconforming Work • Control of Data & Information Management</i>
1100 – 1230	ISO 17025 Management System Requirements <i>Management System Documentation • Control of Management System Documents • Control of Records • Actions to Address Risks & Opportunities</i>
1230 – 1245	<i>Break</i>
1245 – 1420	ISO 17025 Management System Requirements (cont'd) <i>Improvement • Corrective Actions • Internal Audits • Management Reviews</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day Two</i>



Day 3

0730 – 0930	Audit Process & the ISO 17025 <i>Why Audit? • Internal Audit Cycle • Internal Audit Requirements</i>
0930 - 0945	Break
0945 – 1100	Audit Process & the ISO 17025 (cont'd) <i>Internal Audit Objectives, Effectiveness, Improvement, Conformance Adding Value to the QMS and the Organization • Using Internal Audits for Maintenance, Improvement of QMS</i>
1100 – 1230	Audit Planning <i>Internal Audit Programmes • Audit Criteria • Preparing the Audit Plan</i>
1230 – 1245	Break
1245 - 1420	Audit Planning (cont'd) <i>Document Review • Resource Planning</i>
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4

0730 – 0930	Audit Planning (cont'd) <i>Preparing Checklists • Pre-Audit Contact</i>
0930 - 0945	Break
0945 – 1100	Workshop - Case Study 1 ... Preparing for the Audit
1100 – 1230	Audit Interviews <i>Internal Audits - Opening Meetings • The Interview • Gathering Audit Evidence • Gathering Audit Evidence • Auditing Different Types of Systems and Processes • Internal Audits - Closing Meetings</i>
1230 – 1245	Break
1245 - 1420	Workshop - Case Study 2 ... Conducting the Interview
1420 - 1430	Recap
1430	Lunch & End of Day Four

Day 5

0730 – 0930	Audit Reporting <i>Purpose and Content of the Internal Audit Report • Audit Evidence • Corrective Action • Opportunities for Improvement</i>
0930 – 0945	Break
0945 – 1100	Workshop – Case Study 3 ... Writing Audit Reports Roundtable
1100 – 1200	Follow-Up <i>Close-out of Audit Findings • Management Review • Development of Planned Audit Programmes Based on Audit Findings</i>
1200 – 1215	Break
1215 – 1300	Workshop - Case Study 4 ... Conducting the Follow-Up Review
1300 – 1315	Course Conclusion
1315 – 1415	COMPETENCY EXAM
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	Lunch & End of Course



Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

Kamel Ghanem, Tel: +971 2 30 91 714, Email: kamel@haward.org