

Day 1 : Introduction to ISO/IEC 17025 and initiation of a LMS

- Course objective and structure
- Standard and regulatory framework
- Laboratory Management System
- Basic Concepts in Testing and Calibration
- Initiating the LMS implementation
- Understanding the organization and clarifying the objectives
- Analysis of the existing system

Day 2 : Plan the implementation of a LMS

- Leadership and approval of the LMS project
- LMS scope
- Laboratory policies
- Definition of the organizational structure
- Definition of the document management process

Day 3 : Implementation of a LMS

- Design of controls and drafting of specific policies & procedures
- Communication plan
- Training and awareness plan
- Resource Management
- Customer Management
- Operations Management

Day 4 : LMS monitoring, measurement, continuous improvement and preparation for accreditation

- Monitoring, Analysis, and Evaluation
- Internal Audit
- Management Review
- Treatment of problems and nonconformities
- Continual improvement
- Preparing for the accreditation
- Competence and evaluation of implementers
- Closing the training

Day 5 : Certification Exam