



This immensely popular course explores the UKAS standard BS EN ISO/IEC 17025, which is used as the basis for UKAS accreditation. The training was originally developed with UKAS and has been running since 1992.

This course successfully:

- Trains delegates in how to effectively audit a UKAS accredited laboratory
- Puts the standard into the context of your business
- Demonstrates how to overcome procedural and process related problems that may arise as a result of the audit
- Employs exercises using syndicate work and group discussions drawing upon the presenters' experience.

### Your programme

**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 or 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, preventive and corrective action**

- Finding the root cause
- Timescales, how appropriate, consequences
- Preventive 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.

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 queries.

#### **Ever thought about in-company training?**

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



## Your speakers



### 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 has 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 30 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 a 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

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 ERA Technology Ltd via e-mail. It is our policy NOT to supply your details to third parties.

### Bookings

I wish to make a firm booking for:

#### Auditing in UKAS Accredited Laboratories

- 2 February 2012 Ref: 31201     15 May 2012 Ref: 31213  
 25 September 2012 Ref: 31223     22 November 2012 Ref: 31243

### Fees\*

Fee rate	Fee	VAT@20%	Total	Please tick
Early Booking Rate	£450.00	£90.00	£540.00	
Standard Rate	£490.00	£98.00	£588.00	

\*AccessERA subscribers and additional delegates receive a 10% discount on these rates. 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. For more information on booking rates, please go to: <http://shop.era.co.uk>.

### 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 100 2026 06

For AccessERA use only

Project No 40003.....

Invoice     Paid     AccessERA credits  
 BC12..... Date.....

### Venue:

Your course will take place at ERA Technology Ltd, 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: [events@era.co.uk](mailto:events@era.co.uk).

### 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 367321\*
- The Events Team, ERA Technology Ltd-AccessERA, 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: [events@era.co.uk](mailto:events@era.co.uk).

### 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: HSBC, 9 The Boulevard, Crawley, RH10 1UT; sort code: 40-18-22, account no. 22178095. 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 to the following address: The Events Team, ERA Technology Ltd - AccessERA, Cleeve Road, Leatherhead, KT22 7SA. 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.

### ERA Technology Ltd:

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