



This course is designed for delegates who work at the 'coal face' of taking measurements for their ISO 17025 accredited laboratories. They 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.

Your programme

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 - overfamiliarity, 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

- Introduction
- Terminology
- Contributions
- Group exercise.

16.20 Close.

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.

Related courses

Auditing in UKAS Accredited Laboratories

12 October 2011

For more information please visit <http://shop.era.co.uk>

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 367319.



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 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 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:

UKAS Accreditation for Laboratory Staff

10 November 2011 Ref: 31143 1 May 2012 Ref: 31239

Fees*

| Fee rate | Fee | VAT@20% | Total | Please tick |
|--------------------|---------|---------|---------|-------------|
| Early Booking Rate | £432.00 | £86.40 | £518.40 | |
| Standard Rate | £480.00 | £96.00 | £576.00 | |

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BC12..... Date.....

Project No 40003.....

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.

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.

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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, 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.

How to pay:

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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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