

## **DAY 1**

### **Introduction to the Contemporary Testing Laboratory**

- The analytical services sector
- Types and categories of testing labs – legal status
- Operating environment of testing labs
- Independent private labs
- Governmental/Public /Notified labs
- Labs operating within an organization
- Independence and Impartiality of testing labs
- Corporate Social Responsibility

## **DAY 2**

### **Organizational Structure of a Testing Lab**

- Job functions
- Job descriptions
- Responsibilities and overlapping
- Premises and working environment
- Environmental conditions monitoring
- Flow of work

## **DAY 3**

### **The Challenge of Facing the Rapidly-Changing Market**

- Certification
- Accreditation according to ISO 17025
- Business plan
- Networking/Strategic alliances
- Subcontractors
- Flexible specialization
- Multitasking

## **DAY 4**

### **Laboratory Operations & Concepts**

- Traceability and audit trail
- Optimizing method selection & validation
- Regulatory changes relating to environment, health & safety
- Assuring on-going fitness-for-purpose of methods and instrumentation
- Commissioning protocol for new equipment
- Calibration/Verification
- Supplier evaluation
- Customer satisfaction

## **DAY 5**

### **Quality Assurance – Compulsory or Optional?**

- Is it a must?
- What is it? How is it accomplished?
- Internal audits
- External Quality Assurance (EQA)/Internal Quality Control (IQC)
- Uncertainty of test results
- Non-conformities (root-cause analysis, corrective/preventive actions)
- On-going personnel competence
- Looking into the future