

## **Welcome to ISO/IEC 17025:2017**

Our Company is working on becoming ISO/IEC 17025:2017 accredited. This international standard provides for the general requirements for the competence of testing and calibration laboratories and outlines some good basic business practices that we need to have in place. By implementing a Laboratory Quality Management System (LQMS) that complies with the international standard, we will join an elite group of accredited laboratories.

### **Why does our company want to become ISO/IEC 17025 accredited?**

The main reason is that it is the right thing to do! All of us want to do our part in having accurate and valid laboratory test and calibration results.

Not only do we want to be competent and impartial, we want to improve our performance in a confidential and professional way.

An important benefit is that we will be able to maintain our position in the market place because more and more customers and countries are becoming results conscious and are requiring that laboratories show proof of sound commitment and services.

### **What will employees need to do for the ISO/IEC 17025:2017 Laboratory Quality Management System?**

First, management will be looking at our activities, processes, and services and will identify our “Key Operations” ranging from the review of requests, tenders, and contracts to control of data and information management.

Those are the processes that affect the quality of our laboratory test and calibration services. Then they will determine how we will control these

processes to make sure that we are all doing them the same way, and the best way our laboratory has identified.

Controlling the processes means documenting the procedures and work instructions, training employees and finding ways to make sure that the lab activities are done consistently.

This means that employees may be required to have specialized training, or to follow specific work instructions. All employees will need to be aware that, “It is Everyone’s Job to Ensure Accurate and Valid Results”.

### **ISO/IEC 17025 Highlights: Things that you will be hearing about as we proceed with this project....**

#### **Our Quality Policy**

We will identify our Quality Policy and will be communicating it to all staff and employees. While the policy is not formally required, we believe it is important that all of us are aware of what this statement says about what our vision is for meeting our commitments.

#### **Accreditation Audit**

To become ISO/IEC 17025:2017 accredited, we will be audited by an Accreditation Body. This will happen after we have set up the systems to meet all the requirements of the standard.

The Accreditation Body will send an auditor or audit team to our facilities and evaluate the LQMS we have in place. They will check to see if the processes meet the requirements of the standard and see if we follow our processes.

If everything looks good, we will be recommended for accreditation and be awarded a certificate and be recognized globally!

*Watch for our next newsletter for more introduction to ISO/IEC 17025:2017, what it will mean to you and your coworkers.*