ISO 17025:2017 Toolkit – General Requirements for the Competence of Testing and Calibration Laboratories

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ISO 17025:2017 Quality Manual

Contents

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

4 General Requirements

4.1 Impartiality

Organization Name is fully committed to preserving impartiality in all laboratory activities. The laboratory management is established to protect impartiality and to avoid commercial, financial, and other pressures from undermining the impartiality of laboratory activities. Furthermore, laboratory management at all levels must detect and mitigate risks to impartiality on a continuous basis.

Job Title makes sure that laboratory personnel are free from both internal and external pressures that might affect the quality of their job. Pressures that can come from management, customers, sales, or other parties that might be interested in a laboratory result. Job Title must act right away to reduce any risks to the laboratory's impartiality when they are discovered. See the Procedure for Addressing Risks and Opportunities.

4.2 Confidentiality

All information developed or collected during laboratory activities must keep confidential by laboratory personnel including members of management, contractors, personnel of external bodies, or other parties, unless otherwise required by law. Protecting the property rights and sensitive information of its customers, whether internal or external, including electronic transfers and storage, is a responsibility shared by Job Title and all laboratory personnel.

Through legally enforceable commitments, the laboratory is responsible for the management of any information collected or generated during laboratory activities. The customer or individual in question must be informed of the information given, unless prohibited by law, where the laboratory is required by law or authorized contractual agreements to release confidential information.

Customer information collected from sources other than the customer must be confidential between Organization Name and the customer. Unless otherwise approved by the source, the source of this information must be kept secret and not disclosed with the customer. Except for information made public by the customer in the news media, all other information is deemed proprietary and must be kept confidential.

Calibration Report and Certificate Requirements Procedure

Contents

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Purpose

This procedure outlines the criteria for developing calibration reports and certifications that adhere to the international standard requirements.

2 Scope

All calibration reports and certificates that are provided for both internal and external usage must follow this procedure.

3 Users

This procedure is used by laboratory personnel who provide customers with final calibration results.

Person Name	Job Title	Activities

4 Reference Documents

- ISO/IEC 17025:2017; Clause 7.8.2, 7.8.4, 7.8.6, 7.8.7
- Quality Manual
- Sampling Procedure
- Document and Record Control Procedure

5 Calibration Report Procedure

5.1 Calibration Reports and Certificates

The Customer will get all calibration reports and certifications in a precise, understandable, unambiguous, and objective manner, according to Job Title. All of the details agreed upon with the customer and required for the interpretation of the outcomes are included in reports and certifications.

Internal Audit Procedure

Contents

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Purpose

This procedure describes all audit-related operations, including creating the audit programme, appointing an auditor, executing individual audits, and reporting.

2 Scope

This procedure is applicable to all laboratory operations included by the Scope of Accreditation, such as management of the laboratory, sampling, tests, and/or calibrations, reports, and records.

3 Users

Members of the laboratory top management and laboratory personnel of Organization Name that plan, schedule, participate in, and reports on the internal audit are the users of this procedure.

Person Name	Job Title	Activities

4 Reference Documents

- ISO/IEC 17025:2017; Clause 8.8
- Quality Manual

5 Conducting an Internal Audit

5.1 Internal Audit Planning

An annual internal audit programme by Job Title must be planned, established, implement, and maintained. Job Title establishes the auditing schedule, procedures, and roles, as well as ensuring that all planning requirements are met and audit findings are accurately reported. The Internal Audit Program also specifies the audit locations and standard components that will be examined.

AUDIT NONCONFORMITY REPORT			
Department:		Date:	
Report Number:			
Date Opened:			
Opened By:			
Area Under Review:			
Standard, Clause or Procedure:			
Description of the Nonconformity:			
Requirement:			
Corrective Action:			
Verification of Effective Corrective Action:			

Corrective Action Submitted By:	Corrective Action Verified By:
Name, Job Title	Name, Job Title
Date of Closed:	Closed By:
dd-mm-yyyy	Name, Job Title