PAS303: ISO/IEC 17025:2017 Certified Internal Auditor Training

E-learning Course Duration: 8 Hours

Website: www.Punyamacademy.com

Chapter - 1: CONTENTS OF ISO/IEC 17025:2017 CERTIFIED INTERNAL AUDITOR TRAINING E-LEARNING COURSE

Sr. No.	The entire e-learning course has 5 main parts as below		Details
1.	Lectures		No. of slides
	1.	Session – 1 : Overview of ISO/IEC 17025:2017	17
	2.	Session – 2 : ISO 17025:2017 Requirements	
		A. ISO/IEC 17025:2017 Requirements (Clause 4.0 to 6.0)	28
		B. ISO/IEC 17025:2017 Requirements (Clause 7.0 and 8.0)	43
	3.	Session – 3 : Documents	14
	4.	Session – 4 : Internal Quality Management System Audit	40
	5	Session – 5 : ISO/IEC 17025:2017 Internal Audit Records	10
	6	Session – 6 : Impartiality, Risk Management , Decision Rule, and Process Approach	32
	Total no. of slides (with Audio lectures) ➔		150
2.	Hand-outs (each session detail document is given in PDF and participant can download, print, or save it for future reference)		Approx. 40 Pages in PDF
3.	Session Exams at end of each session and Final Exam		Total 7 Exams
4.	Audit Checklist as per Department-wise and Clause-wise		Approx. 200 audit questions
5.	ISO/IEC 17025 Certified Internal Auditor training certificate		Award Certificate

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Part – 1 Lectures:

Under this part total six sessions are given as Presentations with explanatory audio to understand the subject.

- **Session - 1 :**
  In this session, participants will learn about ISO/IEC 17025:2017 standard in detail. It covers total 17 slides on below topics:

  1. Overview of Session 1
  2. ISO/IEC 17025:2017 Awareness and Transition Course Training Objectives
  3. ISO 17000 Series Developed by CASCO
  4. Terms: ISO, IEC and ISO/IEC 17025?
  5. Why to go for Laboratory Accreditation?
  6. Where is ISO/IEC 17025 Used?
  7. International Mutual Recognition
  8. The Roles of International Laboratory Accreditation Cooperation
  9. Benefits of Accreditation
  10. Benefits of Accreditation (Continued…)
  11. ISO/IEC 17025 – Timeline of revision and change process
  12. Why ISO/IEC 17025 was revised?
  13. An Overview of ISO/IEC 17025:2017 Standard
  14. Summary of ISO/IEC 17025:2017 Requirements
  15. Important Requirements to be fulfilled for ISO /IEC 17025:2017 Accreditation
  16. Connectivity of laboratory practices & confirmative assessment as per ISO/IEC 17025:2017
  17. Challenges

- **Session - 2 :**
  In this session, participants will learn about the requirements of ISO/IEC 17025:2017 in detail. It covers two parts:

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A. ISO/IEC 17025:2017 Requirements (Clause 4.0 to 6.0)

1. Overview of Session 2A
2. High Level Structure (HLS) of ISO/IEC 17025:2017
3. ISO/IEC 17025:2017 Requirements
4. Clause 1.0 Scope
5. Clause 2.0 Normative References
6. Clause 3.0 Terms And Definitions
7. Clause 3.0 Terms and Definitions (Continued...)
8. Clause 3.0 Terms and Definitions (Continued...)
9. Clause 3.0 Terms and Definitions (Continued...)
10. Requirements
11. Clause 4.0 General Requirements
12. Clause 4.0 General Requirements (Continued...)
13. Clause 4.0 General Requirements (Continued...)
14. Clause 5.0 Structural Requirements
15. Sample Organisation Chart
16. Clause 5.0 Structural Requirements (Continued...)
17. Clause 6.0 Resource Requirements
18. Clause 6.0 Resource Requirements (Continued...)
19. Clause 6.0 Resource Requirements (Continued...)
20. Clause 6.0 Resource Requirements (Continued...)
21. Clause 6.0 Resource Requirements (Continued...)
22. Clause 6.0 Resource Requirements (Continued...)
23. 6.0 Resource Requirements (Continued...)
24. 6.0 Resource Requirements (Continued...)
25. 6.0 Resource Requirements (Continued...)
26. 6.0 Resource Requirements (Continued...)
27. 6.0 Resource Requirements (Continued...)
28. 6.0 Resource Requirements

B. ISO/IEC 17025:2017 Requirements (Clause 7.0 and 8.0)

1. Overview of Session 2B
2. Clause 7.0 Process Requirements
3. Clause 7.0 Process Requirements (Continued...)
4. Clause 7.0 Process Requirements (Continued...)
5. Assessment and reporting of compliance with specifications
6. Clause 7.0 Process Requirements (Continued...)
7. Clause 7.0 Process Requirements (Continued...)
8. Clause 7.0 Process Requirements (Continued...)
9. Clause 7.0 Process Requirements (Continued...)
10. Clause 7.0 Process Requirements (Continued...)
11. Clause 7.0 Process Requirements (Continued...)
12. Clause 7.0 Process Requirements (Continued...)
13. Clause 7.0 Process Requirements (Continued...)
14. Clause 7.0 Process Requirements (Continued...)
15. Clause 7.0 Process Requirements (Continued...)
16. Clause 7.0 Process Requirements (Continued...)
17. Clause 7.0 Process Requirements (Continued...)
18. Clause 7.0 Process Requirements (Continued...)
19. Clause 7.0 Process Requirements (Continued...)
20. Clause 7.0 Process Requirements (Continued...)
21. Clause 7.0 Process Requirements (Continued...)
22. Clause 7.0 Process Requirements (Continued...)
23. Clause 7.0 Process Requirements (Continued...)
24. Clause 7.0 Process Requirements (Continued...)
25. Clause 7.0 Process Requirements (Continued...)
26. Clause 7.0 Process Requirements (Continued...)
27. Clause 7.0 Process Requirements (Continued...)
28. Clause 8.0 Management System Requirements
29. Clause 8.0 Management System Requirements (Continued...)
30. Clause 8.0 Management System Requirements (Continued...)
31. Clause 8.0 Management System Requirements (Continued...)

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32. Clause 8.0 Management System Requirements (Continued...)
33. Clause 8.0 Management System Requirements (Continued...)
34. Clause 8.0 Management System Requirements (Continued...)
35. Clause 8.0 Management System Requirements (Continued...)
36. Clause 8.0 Management System Requirements (Continued...)
37. Clause 8.0 Management System Requirements (Continued...)
38. Clause 8.0 Management System Requirements (Continued...)
39. Clause 8.0 Management System Requirements (Continued...)
40. Clause 8.0 Management System Requirements (Continued...)
41. Clause 8.0 Management System Requirements (Continued...)
42. Annexes
43. Performance asked by revised ISO/IEC 17025:2017 and comparison of standard

- **Session - 3 :**

  In this session, participants will learn about ISO/IEC 17025:2017 documented information. It covers total 14 slides on below topics:

1. Overview of Session 3
2. Documentation
3. Flexibility in Documentation
4. Documentation Structure for Laboratory under revised ISO/IEC 17025:2017
5. Quality System Documentation (Continued...)
6. Quality System Documentation (Continued...)
7. Sample Quality Procedures
8. Quality System Documentation (Continued...)
9. Procedures required by ISO/IEC 17025
10. Procedures required by ISO/IEC 17025 (Continued...)
11. Documents required by ISO/IEC 17025
12. Documents required by ISO/IEC 17025(Continued...)
13. Records required by ISO/IEC 17025
14. Records required by ISO/IEC 17025 (Continued...)

- **Session - 4 :**

  In this session, participants will learn Internal Quality Management System Audit. It covers total 40 slides on below topics:

1. Overview of Session 4
2. Outline of this topic
3. Audit
4. What is an Audit?
5. Why Audit?
6. What is Internal Audit?
7. Overview of Internal Management System Audit
8. Key Elements of Internal Audit
9. Requirements for Internal Audit
10. Tips for Trained Internal Auditors
11. Principles of Auditing
12. Types of Audit
13. Management System Internal Audit Techniques
14. Steps Involved in Management System Audit
15. Implementing the Audit Program
16. Seven Steps of Implementation of Audit Program
17. Step no. 1- Audit Planning
18. Contents of Audit Plan
19. Step no. 2- Developing Checklists
20. Step no. 3- Conducting Opening Meeting
21. Step no. 4- Conducting the Audit
22. Interview and questioning techniques
23. Collecting Evidences of Compliance
24. Objective Evidences
25. Step no. 5- Recording Audit Findings
26. Identifying Non-compliances
27. Categorizing Non-Compliances
28. Nonconformity Report
29. Nonconformity Reporting

30. Step no. 6 - Conducting the Closing Meeting
31. Step no. 7 - Preparing the Audit Report
32. Contents of Audit Report
33. Conducting Audit Follow-up
34. Auditor's Qualities
35. Auditor's Personal Behavior
36. Auditor's Conduct
37. The Audited Persons' Conduct
38. Overview of the Process of Collecting and Verifying Information
39. Management System Internal Audit Process
40. Reference

- **Session - 5 :**

  In this session, participants will learn about ISO/IEC 17025:2017 Internal Audit Records. It covers total 10 slides on below topics:

1. Overview of Session 5
2. Internal System Audit Records
3. Internal System Audit Records (Continued…)
4. Internal System Audit Records (Continued…)
5. Internal System Audit Records (Continued…)
6. Internal System Audit Records (Continued…)
7. Internal System Audit Records (Continued…)
8. Internal System Audit Records (Continued…)
9. Internal System Audit Records (Continued…)
10. Internal System Audit Records (Continued…)

- **Session - 6 :**

  In this session, participants will learn about Impartiality, Risk Management, Decision Rule, and Process Approach. It covers total 32 slides on below topics:

1. Overview of Session 6
2. 4.1 Impartiality (4.1.1 – 4.1.5)
3. Implementation of Impartiality Requirements

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4. Actions to be taken
5. Risk Management: What is a Risk?
6. Risk Management
7. What is Risk Management?
8. How we do Risk Management?
9. Why use risk-based thinking?
10. How we do Risk Management?
11. Risk Management Process
12. Risk Management Phases
13. Phase-1: Risk Analysis
14. Risk Management Approach
15. Risk Assessment Tools
16. Risk Severity / Impact
17. Risk Assessment Likelihood Example
18. Phase 2: Risk Evaluation
19. Risk Evaluation-Managing and Qualifying Risks
20. Phase-3: Risks Monitoring and Control
21. Risk Treatment
22. Areas to consider for Risk and Opportunity Identification
23. Possible Risks in a Laboratory
24. Possible Risks in a Laboratory (Continued...)
25. Where Risk is addressed in ISO/IEC 17025:2017 Standard
26. Where Risk is addressed in ISO/IEC 17025:2017 Standard
27. Where Risk is addressed in ISO/IEC 17025:2017 Standard
28. Risk-based Approach (Summary)
29. Risk - Examples under ISO/IEC 17025:2017
30. Decision Rule : Statements of Conformity
31. Process Approach : New ISO/IEC 17025:2017 Process Approach
32. Laboratory Process

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Part – 2 Hand-outs:

For each lecture, hand-out is given in PDF format. The participant can download or print any documents to read it later to get detailed knowledge of all the six topics.

Sr. No	Name of Literature	Total Pages
1	ISO/IEC 17025:2017 Awareness	08
2	ISO/IEC 17025:2017 Requirements	25
3	ISO/IEC 17025:2017 Documentation	38
4	Management System Audit Process	38
5	ISO/IEC 17025:2017 Internal Audit Records	23
6	Impartiality, Risk Management , Decision Rule, and Process Approach	12

Part – 3 Exams:

Each session contains session exam, Participants have to pass the exam after completion of each session. After passing all session exams there is one final exam, participant must have to pass exam with minimum 80% marks. User can reappear and clears each exam to complete the course and get download/print their ISO/IEC 17025:2017 internal auditor training certificate.

Part – 4 Audit Checklists:

The Audit checklists with more than 200 quality management system audit questions as below:

1. ISO/IEC 17025:2017 requirement wise questions
2. Department wise audit questions

Part – 5 Training Certificate:

After passing the exam the colorful training certificate is generated and user can download it or print it. Any one globally can cross verify the training certificate through our LMS platform.

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Chapter - 2: COURSE OBJECTIVES

Upon Completion of this course, participants will be able to:

- ✓ Familiarize yourself with ISO 17025:2017 laboratory management system requirements clauses and sub clauses
- ✓ Get an overview of ISO/IEC 17025:2017 laboratory management system (LMS) and the benefits to implement it.
- ✓ Familiarize yourself with the high level structure and the framework of LMS.
- ✓ Understand General and structural requirements of ISO/IEC 17025:2017 standard.
- ✓ Know about the resource requirements and process requirements for LMS.
- ✓ Know about the management system requirements and option A and option B of the ISO/IEC 17025-2017 standard.
- ✓ Understand documentation and list of procedures and records to be maintained by laboratory, and to check them as internal auditor.
- ✓ Get the knowledge of internal auditing and use of audit checklist.
- ✓ Understand the processes involved in auditing.
- ✓ Know about the types of auditing and questioning techniques.
- ✓ Understand how to prepare and maintain internal audit records.
- ✓ Get the ready-to-use internal audit checklist with clause-wise questions to perform an effective audit.
- ✓ Understand the new concepts of impartiality, risk management and risk evaluation techniques, decision rule, and process approach.
- ✓ Make a team of internal auditors to establish quick and effective system for ISO/IEC 17025:2017 accreditation.

Chapter - 3: WHO SHOULD ATTEND THIS COURSE?

This course is developed and brought to you by Punyam Academy; an ISO/IEC 17024 accredited training provider company, which offers various e-learning as well as classroom

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training courses for working professionals, college students, and other individuals for enhancing their career to new heights. Our e-learning courses help them to succeed in today's competitive environment, to renew licenses, and to update, strengthen and add quality to their existing knowledge and skills. Our courses are also useful for those who want to get certification, or start a new profession.

Chapter - 4: USER MANUAL

Compatibility and Requirements for smoothly running our course

1. **Bandwidth:** Internet bandwidth must me 1 MBPS or higher.
2. **Operating System:** Microsoft Windows XP and higher versions, iOS, Android.
3. **Browser:** Best viewable in Mozilla Firefox, Google Chrome. Also supports Internet Explorer.
4. **Screen Resolution:** To view slides properly, you must have a screen resolution of 1024 x 768 or higher.
5. **Cookies:** You must have browser cookies enabled, so that we can maintain your current session as you navigate through the application.
6. **JavaScript:** You must have enabled JavaScript, so that application runs smoothly.
7. **Adobe Acrobat Reader:** Some documents in our application are in .pdf format, so you must have installed adobe acrobat reader in your computer to be able to read such documents that you download.
8. **Pop-up Enable:** In your browser setting, check Pop-up blocker off, or enable Pop-up window.
9. **Speaker:** You must have speakers or a headphone attached to your computer, so that you can listen to the course lecture while learning.

Chapter - 5: ABOUT COMPANY

Punyam Academy is an ISO/IEC 17024 certified training provider company, which offers various **ISO Training Courses** and conducts webinars for online certification as well as classroom training. We are a leading name in E-learning, training and certification on ISO standards and all other types of management system standards. Punyam Academy specializes in a complete range of courses on awareness, auditor and lead auditor courses on ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 27001, OHSAS 18001, ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17021, FSSC 22000, ISO 27001, ISO 50001, ISO 13485, ISO 20000, ISO/IEC 17024, ISO 17034, Sedex, ISO 22301, NABH, Certified Calibration Engineer and other management system training courses. We provide E-learning courses on all of these topics through effective, enjoyable and time-saving online training sessions and webinars. We have conducted more than 300 public training programs as well as online corporate training sessions in more than 45 countries.