



# SPECIAL COACHING

by

**Dr. Jahangir bin Kamaldin, PhD**  
**Expert Trainer on ISO/IEC 17025**



Specially brought to you by  
**PERSATUAN MAKMAL AKREDITASI MALAYSIA**

**Does your laboratory management or staff have these questions?**

- **How to relate the ISO/IEC 17025 clauses with our daily laboratory operation?**
- **Why the ISO/IEC 17025 states “Addressing Risks & Opportunity” not “Risks Assessment”**
- **What are internal audits records to be retained for compliance with the ISO/IEC 17025?**
- **When to issue NCW, NCR, CAR and PAR? Before, During or After Internal Audits?**

**Did you know that the ISO/IEC 17025:2017**

- **guides laboratory to achieve its \$ business goals while embracing resource limitation?**
- **“Addressing Risks & Opportunity” is actually a management tool for \$ strategic decision?**
- **internal audits records is useful to evident laboratory due diligence in \$ civil litigation?**
- **NCW is intended for the troubleshooting while testing/calibration still in-progress?**

*Remove Your Uncertainty And Be Knowlegable, Ask The Expert In-Person*

ISO/IEC 17025:2017 – IMPLEMENTATION WITHIN THE LABORATORY OPERATION	ISO/IEC 17025:2017 – ADDRESSING RISKS AND OPPORTUNITIES
<p><b>Course contents:</b></p> <ul style="list-style-type: none"> <li>✓ Laboratory operation &amp; its daily processes</li> <li>✓ How to read &amp; implement the standard’s clauses</li> <li>✓ Impartiality, Competence &amp; Consistent Operation</li> <li>✓ Accreditation &amp; International Business</li> </ul>	<p><b>Course contents:</b></p> <ul style="list-style-type: none"> <li>✓ Interpretation of the risks &amp; opportunity clause</li> <li>✓ Likelihood, Consequence &amp; Risks</li> <li>✓ Risks control via laboratory CAR and PAR</li> <li>✓ Risks &amp; Opportunity Register</li> </ul>
ISO/IEC 17025:2017 – EFFECTIVE INTERNAL AUDITING	ISO/IEC 17025:2017 – Understanding NCW, NCR, CAR and PAR
<p><b>Course contents:</b></p> <ul style="list-style-type: none"> <li>✓ Interpretation of the internal audit clauses</li> <li>✓ Internal audit planning and prepare checklist</li> <li>✓ Internal audit conduct and logging findings</li> <li>✓ Internal audit report &amp; initiate NCR/CAR/PAR</li> </ul>	<p><b>Course contents:</b></p> <ul style="list-style-type: none"> <li>✓ Interpretation of the nonconformity clauses</li> <li>✓ NCW recording and actions</li> <li>✓ NCR recording and actions</li> <li>✓ Nonconformity 3-Action (Correct, CA and PA)</li> </ul>

**About the trainer,** he is a senior scientist with vast experience since 1997 in managing testing that adheres with the integrated quality assurance which incorporates international standards namely ISO/IEC 17025, ISO 9001, OSHMS, EMS, GRP, GEP, GAP, OECD-GLP, ICH-GMP and ICH-GCP. His technical expertise in research and hands-on experience in management of accredited laboratory made him a talented coach sought after by both governmental and private institutions in ASEAN, Europe, Russia, China and Japan. He has been consulted for his expertise in more than 100 sessions covering various aspects of laboratory management system in delivering accurate, reliable and timely results. In view of his competence and experience, he has been entrusted as Lead Assessor under the Malaysian Laboratory Accreditation Scheme (SAMM) since 2014, National Member for the Working Group on Revision of ISO/IEC 17025 and ISO 17011, Chairperson of the Malaysian Good Laboratory Practice Committee (MyGLPC), Malaysian representative at the Asia Quality Assurance Forum (Asia QA). He is a life member of the Malaysian Society of Parasitology & Tropical Medicine (MSPTM), chairperson for the Research Volunteers Innovative Partnership Club and council member of the Malaysian Society of Toxicology (MYSOT).

**Register your seat via WhatsApp: 013 299 2126**  
 Email: [atiqah@makmal-malaysia.my](mailto:atiqah@makmal-malaysia.my); [training@makmal-malaysia.my](mailto:training@makmal-malaysia.my)

**PERSATUAN MAKMAL AKREDITASI MALAYSIA**  
 B5-7 Intron-Ekson, UKM-MTDC Technology Centre, 43600 UKM, Bangi, Selangor  
[www.makmal-malaysia.org.my](http://www.makmal-malaysia.org.my)

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