



MAS MANAGEMENT SYSTEMS

LAB STARTER TRAINING BUNDLE

www.masmanagementsystems.com.au



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The Lab Starter bundle combines the three basic elements of good lab practice.

You'll learn about the relevant standard, how to document your quality system and how to audit it.

In the **ISO/IEC 17025 Unpacked** course you will:

- Be shown why ISO/IEC 17025 should be used
- Look at each clause in the Standard and examine focus clauses in detail
- Discuss how risk-based thinking affects your implementation
- Learn how to apply the requirements of the Standard to your quality system
- Gain confidence in defending your implementation during an assessment

COURSE BONUS: which clauses do you need more information about? Send us those clauses and any specific questions before the course and we'll drill down into those a bit more during the training. This means more tailored and immediately useful content for our participants.

Documenting your lab quality system will show you how to:

- Write policies, processes and procedures (and explain the difference)
- Keep the audience in focus when writing your documents
- Communicate effectively and clearly
- Produce good quality documents.

COURSE BONUS: you can bring along your own examples, have them critiqued by the trainer and other participants and if necessary, receive support to re-draft them.

And once everything is in place, **Internal Audits** will teach you:

- The responsibilities of an auditor
- How to prepare for an audit and create great checklists
- How to conduct an audit
- The most effective questioning techniques
- How to produce audit and nonconformity reports
- How to report corrective actions

COURSE BONUS: get hints and tips on what to look for and, more importantly, how to answer questions from external auditors such as NATA.

THREE COURSES: \$1,562

BUNDLE PRICE: \$1,249.60

FOR MORE INFORMATION ABOUT THIS COURSE
EMAIL INFO@MASMANAGEMENTSYSTEMS.COM.AU
OR PHONE MAREE ON 0411 540 709



ISO/IEC 17025 UNPACKED

There's so much information online and so many courses about the ISO/IEC 17025 standard, it can be difficult to work out which one to choose.

But our course is different. We know that often the reason you want to attend training is because of a specific issue. So we've taken an innovative approach to training this standard.

Course outline

Naturally in this interactive one day course you will:

- Be shown why ISO/IEC 17025 should be used
- Look at each clause in the standard
- Examine focus clauses in detail
- Discuss risk-based thinking and how it affects your implementation
- Learn how to apply the requirements of the standard to your quality system
- Gain confidence in defending your implementation during an assessment

BUT HERE'S THE DIFFERENCE:

We ask you to think about which clauses you need more information about; which ones you'd like to discuss with someone outside your facility and get insights into its implementation. Send those to us and any specific questions before the course starts and we can drill down into them a bit more during the training.

PLUS you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA. Our trainers have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. Plus, we've seen first hand what works (and what doesn't) across businesses just like yours.

BONUS: Often there are questions after you've completed a training course. So we don't leave you high and dry once the day is over. We'll be in touch a couple of weeks after the course to make sure you're on track and answer any further questions.

All participants will receive a certificate of completion at the end of the course.

**** COURSE COST: \$594 PER PERSON ****

IN-HOUSE TRAINING: As well as saving you time and money, in-house training ensures consistency of message across your business. **PLUS we can provide the same insights into specific clauses and maintain confidentiality by keeping those discussions within your organisation.**

Discounts apply for group training so contact us for further information about this option.

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DOCUMENTING YOUR LAB QUALITY SYSTEM

From reports to memos to a full quality manual, we've all had to write documents.

But do you know how to write a GOOD document that's fit for purpose and easily understood? And do you know why documentation is so critical to lab processes?



Course outline

In this half day interactive workshop we'll show you how to:

- Write policies, processes and procedures (and explain the difference)
- Keep the audience in focus when writing your documents
- Communicate effectively and clearly
- Produce good quality documents that are readable and actionable

You'll also learn:

- Why good writing is important
- When pedantry has its place - and how to handle reviewers who want things written 'their way'
- When to use technical language vs the 'local lingo'.

Why is our course different? Because you can bring your own examples, have them critiqued by the trainer and other participants and if necessary, receive support to re-draft them!

PLUS you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

We regularly work in and with labs and other technical organisations and understand what their needs are. But we've also acted as auditors which means that we know their mindset and what they expect to see. **We've seen documentation from both sides of the table which means you benefit from our experiences!**

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All participants will receive a certificate of completion at the end of the course.

**** COURSE COST: \$374 PER PERSON ****

IN-HOUSE TRAINING: As well as saving you time and money, in-house training ensures consistency of message across your business. **PLUS we train your staff using your documents, on your premises. Discounts apply** for group training so contact us for further information about this option.

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INTERNAL AUDIT TRAINING COURSE

We're all busy and carrying out an internal audit may feel like something you just don't have time for.

But internal audits are a critical part of your quality management system. They provide confidence in your system and peace of mind that it's doing what it should for both you and your clients.

Plus if you hold third party accreditation or certification, internal audits are a **mandatory requirement**.



Course outline

In this one day interactive workshop you'll learn:

- The different types of audits
- The responsibilities of an auditor
- How to prepare for an audit and create great checklists
- How to conduct an audit
- The most effective questioning techniques
- How to produce audit and nonconformity reports
- How to report corrective actions

Why is our course different? Because we use a process from your facility to ensure what you learn is of immediate and practical benefit!

PLUS you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.

Our trainers have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. Plus, we've seen first hand what works (and what doesn't) across businesses just like yours.

BONUS: Often there are questions after you've completed a training course. So we don't leave you high and dry once the day is over. We'll be in touch a couple of weeks after the course to make sure you're on track and answer any further questions.

All participants will receive a certificate of completion at the end of the course.

**** COURSE COST: \$594 PER PERSON ****

IN-HOUSE TRAINING: As well as saving you time and money, in-house training ensures consistency of message across your business. **PLUS we train your staff using your processes, on your premises.**

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