

# TRAINING SCHEDULE

JANUARY - JUNE 2022

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Measurement Uncertainty made simple

Wednesday 19 January

ISO/IEC 17025 unpacked

Thursday 10 February

Internal Audits

Wednesday 2 March

Without a Trace

Wednesday 23 March

Risk Management in your lab

Wednesday 6 April

Understanding ISO 9001

Wednesday 4 May

Measurement Uncertainty in sampling

Friday 20 May

Root cause analysis

Wednesday 15 June



**MAS MANAGEMENT SYSTEMS**

**COURSE  
OVERVIEWS**



# TRAINING COURSE OVERVIEWS

We've scheduled eight training courses for the first six months of 2022. Full outlines are on the [website](#) but you can use this overview to decide which courses you'd like to explore in more detail.

The [Measurement Uncertainty \(MU\) Made Simple](#) course will:

- Provide refresher training on the principles of Measurement Uncertainty
- Give a detailed example of MU estimation and what it can tell you about your testing and calibration needs
- Work through an example from your lab ensuring the information is of immediate benefit to you
- Share what you've learned from the process
- Learn how to package up your work for a NATA assessment

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

[Internal Audits](#) training 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

In the [Measurement Traceability](#) course, participants will refresh their knowledge of traceability and develop appropriate strategies for ensuring the traceability of test results. Plus:

- Learn what measurement traceability really means in a practical sense and how it relates to your lab
- Work through your methods, pull them apart and determine just what's required – and what isn't
- Discuss the interface of the customer's needs and your traceability requirements
- Learn how to demonstrate metrological traceability during a NATA assessment

In the [Risk Management](#) course you will:

- Identify risks and apply established risk management processes in line with the responsibilities and obligations of your role
- Review and improve organisational processes, procedures and requirements for undertaking risk management
- Remove the blame from discussion around risk and risk management and deal with the human factors that contributed to risk
- Learn to use the appropriate tools and techniques for consulting stakeholders in risk identification

In the [Understanding ISO 9001](#) course you will learn about all the elements of the Standard including:

- Quality principles and organisational requirements
- The quality management system
- Leadership and people management
- Documentation requirements
- Operational planning and control
- Dealing with problems
- Management review
- Improvement

The [Measurement Uncertainty in Sampling](#) course will:

- Show how Measurement Uncertainty principles are applied to sampling
- Give a detailed example of Measurement Uncertainty estimation and what it can tell you about your testing and calibration needs
- Work through an example from your lab ensuring the information is of immediate benefit to you
- Share what you've learned from the process
- Learn how to package up your work for a NATA assessment

Our [Root Cause Analysis](#) training will show you:

- How to identify problems, and work out their significance
- The techniques for carrying out a root cause analysis
- How to fix problems using your corrective action system
- How to defend your root cause analysis to an auditor

#### **COURSE BONUSES:**

We have extensive experience, including as NATA auditors, providing you with valuable insights into an external auditor's mindset. **So you'll get hints and tips on what to look for and how to answer questions from external auditors such as NATA.**

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.**

**Whether you want to learn new skills,  
upskill or re-skill**  
***we're your partners in training!***

For more information about our courses and services phone Maree (0411 540 709), Diane (0402 012 781) or email [info@masmanagementsystems.com.au](mailto:info@masmanagementsystems.com.au)