



Course Catalog Number: Tac-3
Course Track: Accreditation
Course Topic: *ISO/IEC 17025:2017*
Course Career Level: Beginner

Monday, August 26 | 8:00 AM - 12:00 PM | 1/2-Day AM (4 Hours)

Course Title: Approaches to Nonconforming Work and Corrective Actions for *ISO/IEC 17025:2017*

Instructor: Helga Alexander, International Accreditation Service (IAS)

Abstract: This tutorial will discuss the requirements of *ISO/IEC 17025:2017* with respect to nonconforming work (Clause 7.10) and corrective actions (Clause 8.7). The tutorial aims to illustrate some techniques for dealing with nonconformities and corrective actions in a calibration laboratory by providing the audience with practical examples that include risk assessment, cause analysis and implementation of effective corrective actions for different kinds of non-conforming work. The tutorial will stress the effects of the nonconforming work on laboratory operations when choosing the appropriate corrective actions. Some examples will be worked as group activities to provide the audience with hands-on experience in dealing with these types of issues. Proper documentation of nonconforming work and corrective actions will also be discussed.

Learning Objectives:

1. Gain a thorough understanding of the requirements of *ISO/IEC 17025:2017* Sections 7.10 and 8.7.
2. Adopt techniques for dealing with non-conforming work and implementing effective corrective actions for their own calibration laboratories.
3. Learn how to document nonconforming work events and corrective actions.

Instructor Curriculum Vitae (CV): Helga Alexander is the Calibration Program Manager for International Accreditation Service (IAS), where she is responsible for managing calibration laboratory accreditation activities to the *ISO/IEC 17025* standard. She was previously employed as the Quality Systems Manager for Southern Research, and as the Metrology and Service Manager for Keithley Instruments. While at Keithley, she led the *ISO/IEC 17025* accreditation of Keithley's Primary Standards Laboratory. She has 10 years of hands-on experience in calibration laboratory management. She also has experience as an *ISO 17025* assessor. Ms. Alexander's academic background includes a master's and bachelor's degree in Physics.