

February 25 – 27, 2019

The Florida Hotel & Conference Center | Orlando, Florida

1500 Sand Lake Road, Orlando, Florida 32809

1-800-588-4656

TE- 21 | February 27 | 8:00 AM - 5:00 PM | 1-Day (8 hours)

Course Title: Applying Risk Management Tools to Make Business Decisions

Instructor: Tim Osborne, American Association for Laboratory Accreditation (A2LA)

Course Description: This course introduces the participants to risk-based thinking from a business perspective using principles from ISO 9001:2015, ISO 31000:2018 and the risk management tools from industry as they apply to an ISO/IEC 17025:2017 laboratory. The participants will briefly review how ISO/IEC 17025:2017 manages risk for the laboratory and where the Standard gives the laboratory liberties to manage its own risk. Using provided scenarios experienced in an ISO/IEC 17025 laboratory and self-determined risk appetites of the team, participants will learn how to apply the fundamentals of risk management when evaluating new opportunities as well as improving established processes using a 1D, 2D and 3D approach. Students will then consider levels of mitigation vs. cost implications when evaluating opportunities and process improvements.

Instructor Biography: Tim serves as the Sr. Director of Training Services at A2LA. Most recently, he was the Director of Quality for Trescal, Inc., where he developed, oversaw and participated in the training program which included courses on management systems, system processes, measurements and data analysis tools. While at Trescal, he served as A2LA's Criteria Council Chair and Measurement Advisory Committee Chair. Currently, Tim also functions as the VP of Operations for NCSL International and was the VP of Standards and Practices for NCSLI and the Chair of the 174 Standards Committee. He participated in and oversaw the development of the ANSI/NCSL Z540.3 Handbook and several Recommended Practices. Tim has a bachelor's degree in Nuclear Engineering with a minor in Materials Engineering and Chemistry.