

Notes From The Trenches

How to Improve Your QMS Implementation, Registration
Audit Readiness, IA Effectiveness,
Problem Prevention, New Ideas, and things people do not
want you to know.

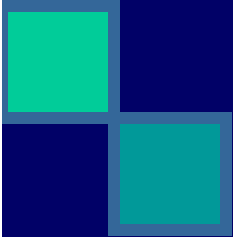


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Key Problems, Examples and Situations

- 
- Hiring the wrong consultant to help to get you ready
 - Hiring a consultant that is just a consultant and not an auditor will limit the real world information that you will receive. It may also result in the unnecessary collection of too much data.
 - A consultant will often have you put too much into your system.





Key Problems, Examples and Situations



- Writing a system to impress

- Writing a system that looks good and sounds good. This may require a lot of data and documentation, but ends up being too large to manage.
- Do not just rewrite the ISO standard.
- Write the standard for your company, not the audit.





Key Problems, Examples and Situations



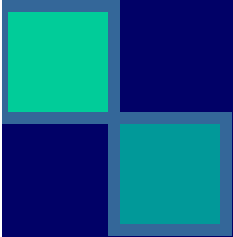
- Over kill

- Avoid over kill. After all, you have to manage the system.





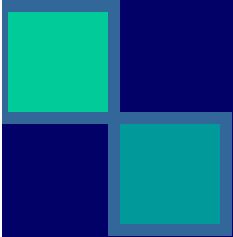
Key Problems, Examples and Situations

- 
- Setting up a system that cannot be managed
 - Too much work for one person





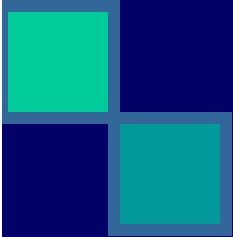
Key Problems, Examples and Situations

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- Getting an auditor that is asking for more than is required
 - Some auditors are stuck in the mind set of an old specification.
 - Challenge the auditor when you feel you are correct.





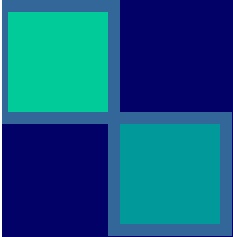
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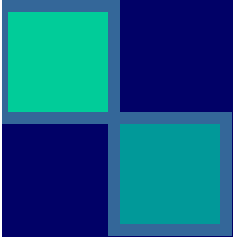
Key Problems, Examples and Situations

- 
- Not knowing which standard and process to use.
 - ISO 9001 for MFG.
 - AS 9100 for aerospace.
 - ISO/IEC 17025 for calibration and testing labs.





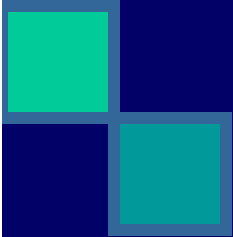
Tools and Strategies Used To Prevent and/or Overcome Challenges

- 
- Hire a consultant that has implemented a system while they were a Quality Manager
 - Someone that has been an auditor
 - Keep it simple (KISS)
 - Pick the right champion
 - Get upper management buy in
 - Training
 - Don't worry





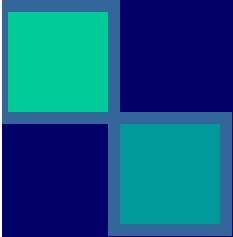
Key Suggestions For Continual Improvement

- 
- Training
 - Use your system to improve your business
 - Use the corrective action system and perform a good root cause
 - Train your people to perform a good Kaizen event
 - Study lean practices
 - Get the right people involved
 - Find someone that will follow up on any issues
 - Collect data before you just pick something to fix





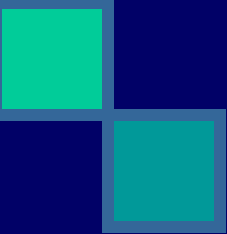
Things to remember

- 
- When you choose your registrar you need to know who to pick.
 - Who is your customer?
 - Does your customer like one over the other?
 - What parts of the world is your market?
 - Are they recognized by an MRA.





Who are some of the key players

- 
- A2LA www.a2la.org
 - NVLAP
<http://ts.nist.gov/Standards/scopes/programs.htm>
 - ACLASS <http://www.aclasscorp.com/>
 - LAB <http://www.l-a-b.com/>





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Understanding ISO/IEC 17025:2005

A2LA Specific Applications of the Standard

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This section presents A2LA's official applications of the ISO/IEC 17025 requirements. It is expected that laboratories will implement the requirements of the standard in accordance with the applications listed here. Otherwise, areas of non-conformance will be identified by the assessor during the on-site assessment.

Most Common Deficiencies

printable listing of A2LA ISO/IEC 17025:2005 Specific Applications of additions to the standard

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What is meant by "key personnel"? Is this different from A2LA's term "essential personnel"? Who should I consider "key" vs. "essential"? 06/14/2007 4.1.4, 4.1.5 2005

The term "essential personnel" is one developed by A2LA to allow us to identify specific individuals who have a unique, technical capability within the laboratory. A2LA defines "essential personnel" as:

- A2LA Fall 2008 Classes Announced
- A2LA 2007 Annual Report Now Available
- A2LA 2008 Assessor Conclave Agendas and Minutes

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[Guidance for Handling Requests for Interpretation](#) (PDF format).

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If you have a request for interpretation on the ISO 9000 series, please contact your Member Body. A list of Member Bodies involved in the work of ISO/TC 176 can be found on this site at the page "[About ISO/TC 176](#)." Other ISO Member Bodies can be identified via ISO Central Secretariat (at www.iso.org).

ISO 9001:2000 - Interpretations

1. Scope

[Clause 1.2 - RFI-049](#) Posted 2005-10-20

2. Normative Reference

[Clause 2 - RFI-011](#) Posted 2004-02-09



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