



## THE BEST QUALITY TRAINING

## BY THE BEST QUALITY PEOPLE

LQM. Ver 5: Oct 09

# Laboratory Quality Management

### **Accurate and timely test results are the basis on which many important decisions are made.**

The provision of reliable and timely information is critical in the modern testing laboratory environment. It is vital that well documented quality management systems and validated testing procedures are effectively implemented and the laboratory is operated by well-trained and competent staff.

### **Suitability**

This three-day course is particularly suited for staff new to a laboratory environment. It gives participants guidance and training in the skills needed to develop and implement an effective laboratory quality management system. The course is based on NZS ISO/IEC 17025:2005, the standard used for accrediting laboratories in New Zealand.

Upon completion of the course you will have gained knowledge and an understanding of:

- Quality management concepts and culture
- The elements of NZS ISO/IEC 17025
- The development & the role of international standards
- Method selection and validation
- Selection, training and supervision of staff
- Equipment management and calibration
- Analytical variation and the uncertainty of measurement
- Test records and reports
- The accreditation process including signatory approval
- The development, documentation and implementation of quality systems.

### **Presenters**

The course is presented by senior International Accreditation New Zealand staff, each with a laboratory background and a detailed knowledge of the implementation of quality management systems in the laboratory setting.

The presentation style includes the frequent use of real laboratory example situations to illustrate key points and a number of group exercises to reinforce the practical application of the subject material.

### **Please note**

The number of participants for each course is restricted to ensure a trainer / student ratio that will facilitate effective training outcomes.

### **Participating in a course**

It's very easy to take part. You can make a provisional booking by phoning 0800 9000 99 or emailing us at [info@nzqc.co.nz](mailto:info@nzqc.co.nz).

To confirm your place, just send us a completed registration form either with full payment or a purchase order. As soon as we receive your registration form (preferably no later than four weeks before the course), we'll send you a confirmation letter with full details.

### **Course fees include**

- Tuition
- Morning tea, lunch and afternoon tea (depending on course times)
- All course notes and take-home reference materials

### **Duration & Prices**

Three day course \$1625 +gst

*Book one month in advance to receive the early bird price of \$1425 +gst*

### **Dates & Locations**

Auckland 12-14 May 2010  
13-15 October 2010

Christchurch 11-13 August 2010

# NZQC COURSE REGISTRATION FORM



Name of Course Laboratory Quality Management

Date \_\_\_\_\_ Location \_\_\_\_\_

## REGISTRANT INFORMATION

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Email \_\_\_\_\_

Company Name \_\_\_\_\_

Postal Address \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

## APPROVING MANAGER

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

## BOOKING

Purchase Order \_\_\_\_\_

Booking Contact Name \_\_\_\_\_

Invoice Address (if different to above) \_\_\_\_\_

*Please read the terms and conditions below before posting your registration for this course.*

## METHOD OF PAYMENT

*Payment for the course must be received by NZQC prior to course commencement date unless another arrangement has been agreed with NZQC.*

Pay By Cheque

Please make cheque payable to:  
New Zealand Quality College  
Private Bag 28908, Remuera  
Auckland 1541

Pay by Credit Card

Currently we accept VISA and MASTERCARD

VISA       MASTERCARD

Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Signature \_\_\_\_\_

Payment Amount: \$ _____ (+ GST)
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## TERMS AND CONDITIONS

### Amendment, Alteration and Cancellation

We reserve the right to amend, alter or withdraw any of the information in this brochure or on any course being offered should circumstances dictate. If we cancel, we will notify registrants as early as possible to minimise any inconvenience. Please check with us before booking any travel or accommodation connected with your course registration.

### Unable to attend

We understand that priorities change and you may not be able to attend the course you have registered for. When this arises, the following terms may apply:

- If you advise us of the registrant's non-attendance 14 days or more before the course starts, you will be issued with a full refund.
- Should we receive cancellation less than 14 days before the course starts, we will refund 50% of the course fee.
- If we receive cancellation on the day of the course or the registrant does not attend, no refund will be made.

### Transfers

You may transfer to another date and/or location for the course you have registered for up to 14 days prior to the course commencing at no additional cost. If we receive a transfer request within 14 days of the course, a 10% transfer fee will apply. Transfers on the day of the course will be treated as cancellation.