SERVICE TO THE CUSTOMER ACCORDING TO ISO/IEC 17025:2017 WORKSHOP

Customer satisfaction and education forms an integral part of the new requirements as set out in ISO/IEC 17025:2017. The revised standard requires laboratories to provide specific information to the customer that will allow improved interpretation of laboratory results. It is also important for customers to understand the limitations around customer service and it is the responsibility of laboratories to effectively communicate this to their customers.

This workshop aims to equip your laboratory with the necessary information to effectively communicate ISO/IEC 17025:2017 and additional accreditation requirements to your customers. The limitations, in other words, what is allowed and not allowed, will be discussed in detail and how to handle undue pressure inflicted by customers.

THE WORKSHOP WILL RUN OVER A PERIOD OF 1 DAY

COURSE CONTENT

1. Impartiality (Clause 4.1)
2. Confidentiality (Clause 4.2)
3. Review of requests, tenders and contracts (Clause 7.1)
4. Selection of methods (Clause 7.2)
5. Sampling (Clause 7.3)
6. Handling of test items (Clause 7.4)
7. Measurement uncertainty (Clause 7.6)
8. Reporting of results (Clause 7.8)
9. Handling customer complaints (Clause 7.9)

WHO SHOULD ATTEND THIS COURSE?

- Technical signatories
- Laboratory managers
- Laboratory supervisors/ officers
- Customer service department
- Any other laboratory personnel communicating with customers