

EXERCISE 2

APPLYING THE ISO/IEC 17025:2005 REQUIREMENTS

In the following pages, there are 15 laboratory scenarios. You are to go through these scenarios and identify the clauses in the ISO/IEC 17025:2005 which you think would apply to the situation described. There may be more than one clause applicable, but please try to identify the important clauses only.

Nos.	SCENARIO	CLAUSE(S)
1.	Because of the nature of its work, many of the test methods used in the laboratory had been developed in-house from methods published in technical journals. Records of the development and validation of these test methods were maintained in the laboratory's technical library.	
2.	During an assessment, the laboratory manager acknowledged that dimensional sensors in an automated testing machine were suffering from an intermittent fault; until the problem was fixed, all testing personnel had been warned to watch carefully for any anomalous dimensional readings obtained during these test.	
3.	Certified reference standards of measurement were maintained by the Central Laboratories in the group. It was the individual responsibility of each branch laboratory to call up these reference standards when needed and to arrange their transportation in both direction.	
4.	A laboratory undertaking pesticide residue determination began to find abnormally high results in test samples, control samples and blanks. The laboratory manager discovered that pesticides were being stored in another section of the building which shared the same air conditioning system	

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5.	Assessor visiting a car seat belt manufacturer laboratory noticed that samples of webbings on the work benches were without any identification of their source, manufacturing date, batch number or code number. The laboratory manager claimed that this wasn't a problem because he knows his suppliers very well and it was his business to know which webbings belong to whom.	
6.	During the assessment of a laboratory undertaking tensile tests on steels, the calibrated micrometer used to measure test pieces had to be retrieved from the Maintenance Workshop. One of the mechanics on the night shift had "borrowed" the micrometer from the laboratory because his own micrometer had been damaged.	
7.	In the quality control laboratory of a pesticides manufacturing company, there were no documented methods for many of the simple physical tests being performed daily (density, viscosity, moisture content etc.). An assessment revealed that the technicians performing these physical tests were making simple obvious errors in laboratory testing techniques needed for the proper performance of these tests.	
8.	In the scenario immediately above, the laboratory manager claimed that he had personally trained these technicians in the proper performance of these physical tests when they first joined the laboratory and he was shocked that their performance had deteriorated so much.	
9.	In a manufacturing company, every piece of equipment and machinery in use has been assigned a "machine number" and full details of its acquisition, history and maintenance are retained and registered in the inventory file held by the Factory Manager. Major items of testing equipment located in the laboratory are also in this inventory file.	

Nos.	SCENARIO	CLAUSE(S)
10.	The Water Laboratory encountered a problem with its inductive coupled plasma (ICP) instrument, and because of the urgency of the testing job, the laboratory had sent its water sample to a nearby quality control laboratory of a drinking water company. The Water Laboratory manager admitted that he didn't know whether the QC laboratory was accredited or not but he knew the laboratory staffs and they seemed competent enough.	
11.	On further questioning the Water Laboratory Manager admitted he hadn't given any thought of advising his client on the arrangement and he had reported the results as if it had come from his own laboratory.	
12.	The laboratory manager agreed that quality control programme is valuable and he participates in proficiency testing and also frequently use standard reference materials.	
13.	On one occasion, while the laboratory manager was on her annual leave for a week, the laboratory received requests well outside the scope of its accreditation. One of the laboratory senior assistant had to telephone the manager for a decision on what to do as nobody in the laboratory knew exactly how to deal with such situation.	
14.	When asked about what happens to the water filter samples after testing is complete, the quality managers says that it will be returned to the customer if they want it back, if not, it will be disposed off during the scheduled laboratory waste disposal activities.	
15.	Although the quality manual contained a comprehensive chart depicting the key functional positions within the organization, no position descriptions had been prepared because it was felt that the job titles were largely self-explanatory.	