

Consultants are successfully trained to the highest standard by an IRCA or equivalent approved training body and have earned a reputation of integrity for contributing value and best practice. IMSM guarantees that your ISO Specialist and Lead Auditor will be highly qualified and trained to assist and audit your organisation to ISO certification.

- **Full service:** IMSM offers full implementation; we will produce the manuals and make the process as simple as possible by improving the systems already in place.
- **Training:** IMSM offer training to supplement your ISO. Training with IMSM is flexible and delivered by experienced IMSM Trainers.

What is involved?

- Our Consultant will perform a Gap Analysis which acts as the initial step in the review of your company's internal processes and practices or management systems, where applicable, to determine where your company is today in relation to achieving the standard.
- If required, IMSM will develop and deliver tailored training programmes for your staff to supplement your ISO certification, to ensure a full understanding and implementation of the quality controls being put in place, by way of employee development.
- The external audit is the monitoring of the company's conformance to the ISO standard. IMSM will continually support

your business through the aforementioned stages as well as leading up to the audit, offering support and guidance to conformity.

- Once your organisation is confirmed as being ISO compliant, your organisation will be submitted to the certifying body deemed suitable. Upon successful completion of the audit your organisation will then be awarded certification.

Related services

Beyond ISO 17025, IMSM can also introduce your business to a range of management system standards to help develop and grow a profitable business, including:

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 45001 Occupational Health and Safety Management
- ISO 22301 Business Continuity Management

These standards are all designed to be compatible and can be integrated to deliver efficiency, consistency and optimisation. To explore the ways ISO can help to improve your business, contact IMSM today for an informal discussion with your local IMSM Area Manager.

Email: enquiries@imsm.com
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Laboratory
Competence

ISO 17025



What is ISO 17025?

ISO 17025 specifies the general requirements for the competence to carry out tests and/or calibrations, including sampling dictated by international methods. The standard identifies the high technical competence and management system requirements that guarantee your test results and calibrations are consistently accurate.

The standard covers assuring the quality of test and calibration results to environmental conditions and purchasing. In addition to establishing a quality system, documentation and personnel requirements, it directs calibration labs to:

- Analyse the uncertainty of each measurement.
- Incorporate the uncertainty into the test procedure and/or test limits.
- Provide the uncertainties with the calibration certificate and results.

Reporting the uncertainty qualifies the accuracy of the measurement and aids understanding when results from different labs are compared. The ratio of specification-to-calibration uncertainty is one way that equipment users gauge their confidence in a product's performance.

Who requires ISO 17025?

ISO 17025 defines what is required of a laboratory in order for it to demonstrate the technical competence of its personnel, and the availability of all the technical resources needed to produce reliable data and results for a defined test, measurement or calibration.

A growing number of companies and industries require it. ISO 17025 is applicable to laboratories that operate in a multitude of business sectors, some of which include automotive, cosmetics, micro-electronics, petro-chemical, pharmaceutical and power generation.

Laboratory customers, regulatory authorities and certification bodies may also use it in confirming or recognising the competence of laboratories. Although compliance with regulatory and safety requirements on the operation of laboratories is not covered by the standard.

What are the key benefits to your organisation?

ISO 17025 gives your clients and supply chain absolute assurance of your integrity, as well as a host of other benefits.

- ISO 17025 will boost your laboratory reputation in domestic and overseas markets.
- Demonstrate your commitment to operational efficiency and quality management practices.

- Outlines robust quality controls for choosing and authenticating methods, analysing statistics and controlling data.
- Verify the quality, capability and expertise of your laboratory.
- Evaluation of staff, methods, equipment, calibration and reporting to guarantee test result validity.
- ISO 17025 increases staff accountability and clearly outlines individual responsibilities.
- Eliminates the need for independent supplier audits, saving time and money.
- Open up tendering opportunities on a global scale.

Why choose IMSM?

The IMSM approach is based on a key set of principles in order to create balanced and sustained results for our clients:

- **Fixed fee:** IMSM ISO implementation is priced at a fixed rate from day one. No hidden charges, no unexpected invoices.
- **Flexible implementation:** Designed to fit around your organisation requirement and schedule.
- **Expertise:** All IMSM ISO Specialists and

ISO 17025 - Gain client confidence through improved competence