

TRINIDAD AND TOBAGO LABORATORY ACCREDITATION SERVICE

Summary of Changes between ISO 17025:1999 and ISO 17025:2005

ISO/IEC 17025:1999	ISO/IEC 17025:2005	Compliant	Non Compliant
4.1.5a [The laboratory shall) have managerial and technical personnel with the authority and resources needed to carry out their duties and to identify the occurrence of departures from the quality system or from the procedures for performing tests and/or calibrations, and to initiate actions to prevent or minimize such departures	4.1.5a [The laboratory shall) have managerial and technical personnel <i>who, irrespective of other responsibilities, have</i> the authority and resources needed to carry out their duties, <i>including the implementation, maintenance and improvement of the management system</i> and to identify the occurrence of departures from the <i>management</i> system or from the procedures for performing tests and/or calibrations, and to initiate actions to prevent or minimize such departures		
New Section	4.1.5k [The laboratory shall) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the objectives of the management system.		
New Section	4.1.6 <i>Top management shall ensure that appropriate communication processes are established within the laboratory and that communication takes place regarding the effectiveness of the management system.</i>		
4.2.2 The laboratory's quality system policies and objectives shall be defined in a quality manual (however named). The overall objectives shall be documented in a quality policy statement. The quality policy statement shall be issued under the authority of the chief executive. It shall include at least the following:	4.2.2. The laboratory's <i>management</i> system policies <i>related to quality, including a quality policy statement,</i> shall be defined in a quality manual (however named). The overall objectives shall be established, and shall be reviewed during management review. The quality policy statement shall be		

<p>c) the objectives of the quality system e) the laboratory management's commitment to compliance with this international standard.</p>	<p>issued under the authority of top management. It shall include at least the following:</p> <p>c) The purpose of the quality management system e) the laboratory management's commitment to comply with this international standard and to continually improve the effectiveness of the management system</p>		
<p>New Section</p>	<p>4.2.3 Top Management shall provide evidence of commitment to the development and implementation the management system and to continually improving its effectiveness</p>		
<p>New Section</p>	<p>4.2.4 Top Management shall communicate to the organization the importance of meeting customer requirements as well as statutory and regulatory requirements</p>		
<p>New Section</p>	<p>4.2.7 Top Management shall ensure that the integrity of the management system is maintained when changes to the Management system are planned and implemented</p>		
<p>Note 3 Laboratories are encouraged to obtain other feedback, both positive and negative, from their clients (e.g. client surveys). The feedback should be used to improve the quality system, testing and calibration activities and client service.</p>	<p>4.7.2 The laboratory shall seek feedback, both positive and negative, from its customers. The feedback shall be used and analyzed to improve the management system, testing and calibration activities and customer service. NOTE Examples of the types of feedback include customer satisfaction surveys and review of test or calibration reports with customers</p>		
<p>New Section</p>	<p>4.10 Improvement</p>		

	<i>The laboratory shall continually improve the effectiveness of its management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review</i>		
4.14.1 The review shall take account of:	4.15.1 ... The review shall take account of: ... Recommendations for improvement; [New requirement]		
5.2.2 The management of the laboratory shall formulate the goals with respect to the education, training and skills of the laboratory personnel. The laboratory shall have a policy and procedures for identifying training needs and providing training of personnel. The training program shall be relevant to present and anticipated tasks of the laboratory.	5.2.2 The management of the laboratory shall formulate the goals with respect to the education, training and skills of the laboratory personnel. The laboratory shall have a policy and procedures for identifying training needs and providing training of personnel. The training program shall be relevant to present and anticipated tasks of the laboratory. The effectiveness of the training actions taken shall be evaluated		
New Section	5.9.2 Quality control data shall be analyzed and, where they are found to be outside pre-defined criteria, planned action shall be taken to correct the problem and to prevent incorrect results from being reported		