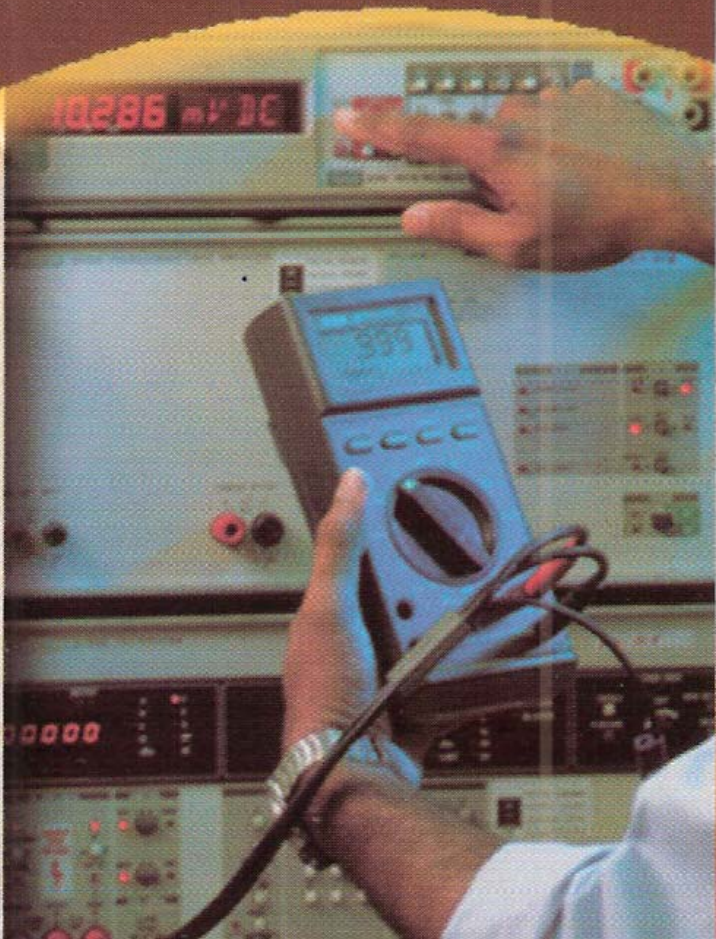
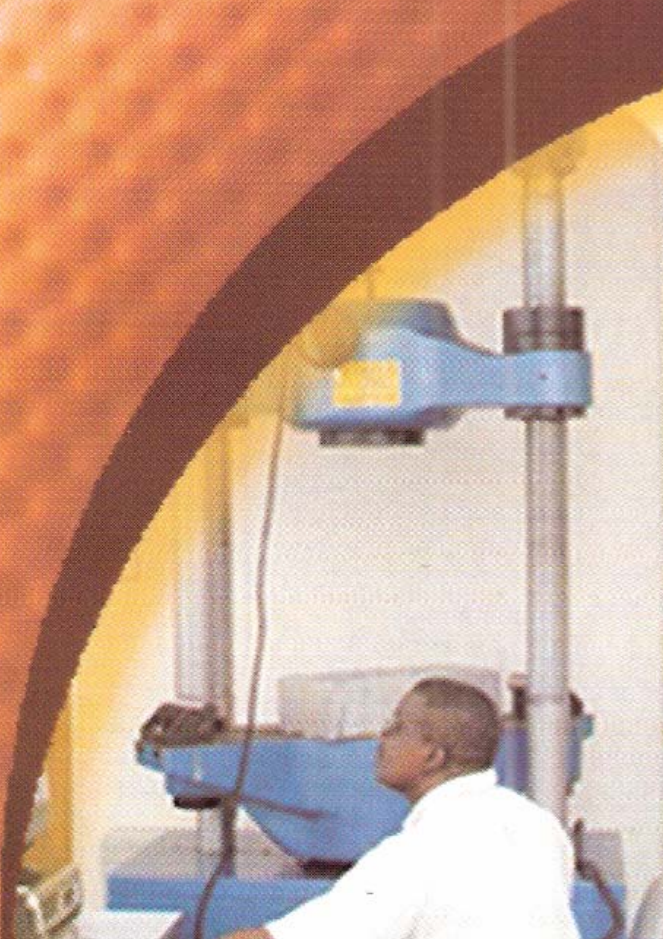




TRINIDAD AND TOBAGO  
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# SUMMARY OF REQUIREMENTS IN ISO 17025

# FOR TESTING/CALIBRATION LABORATORIES



ISO 17025 – General Requirements for the competence of testing and calibration laboratories

**Management Requirements**

- 4.1 Organization  
Document quality policy and maintain Quality Management System.
- 4.2 Management System  
Establish a quality manual and document objectives in a quality policy statement.
- 4.3 Document control  
Establish effective procedures for management, changing, and review of Quality System documents.
- 4.4 Review of requests, tenders, and contracts  
Define policies and procedures for contract review and communicate changes to all affected personnel.
- 4.5 Subcontracting of tests and calibrations  
Work that has to be sub contracted must be entrusted to a competent subcontractor.  
Advise the customer of this change and gain approval, if necessary.  
Maintain a register of all sub contractors used.
- 4.6 Purchasing services and supplies  
Ensure that purchased items are documented, inspected and meet laboratory's requirements.
- 4.7 Service to the customer  
Afford customers cooperation to clarify requests.
- 4.8 Complaints  
Have a policy and procedure for resolution of complaints received from customers.
- 4.9 Control of non-conformances  
Any non-conforming work must be halted and an evaluation performed.  
Corrective action must be taken immediately.
- 4.10 Improvement  
Continually improve the effectiveness of its management system via the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.
- 4.11 Corrective action

Investigate to determine the root causes of problems and ensure action is taken to correct them.

4.12 Preventive action

Identify any necessary improvements or sources of non conformance.  
Develop action plans if preventive action is needed.

4.13 Control of records

Establish and maintain procedures for identification, collection, indexing, filing, storage, maintenance and disposal of quality and technical records.  
Ensure all records are legible and stored in a retrievable manner.  
Record alterations must be made in such a way that mistakes can be tracked.

4.14 Internal audits

Periodically conduct internal audits to verify that procedures comply with the Quality System.

4.15 Management review

Periodically review the quality management system to ensure effectiveness.

### **Technical requirements**

5.2 Personnel

Ensure that authorized, competent and trained personnel perform their specific, assigned tests.

5.3 Accommodation and environmental conditions

Monitor and control all facilities and environmental conditions that directly affect test quality and performance.

5.4 Test and calibration methods

Ensure only the latest valid editions of recognized standards are used. Define procedures for any new or non-standard tests, which must be validated and compliant with specifications.

5.5 Equipment

Provide the laboratory with all items of equipment needed. Ensure that items are uniquely identified and safely operated and stored. Establish procedure to maintain confidence in calibrations performed.

5.6 Measurement Traceability

Establish traceability of measurement standards back to primary SI units. Ensure that calibration certificates state that their results and measurement uncertainty comply with an identified metrological standard.

- 5.7 Sampling  
Establish a plan and procedure for sampling substances, materials and products. All deviations, additions and exclusions must be recorded, along with relevant data and operations relating to sampling.
- 5.8 Handling of test and calibration items  
Establish procedures for transport, handling, storage and identification of test and/or calibration items. Record abnormalities or defective aspects of the items.
- 5.9 Assuring the quality of test and calibration results  
Define procedures for monitoring the validity of tests and calibrations performed.
- 5.10 Reporting the results  
All test and calibration results must be reported accurately and objectively. All reports must contain means of identifying the customer, methods and results.