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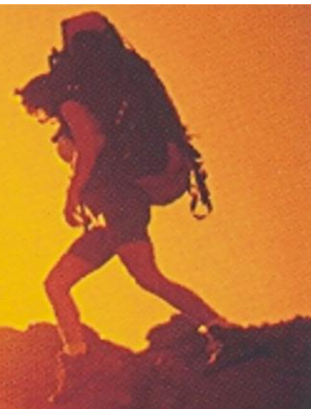
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Training Course on Internal Auditing to ISO/IEC 17025

Final Report



January 27, 2012

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1. Scope and detailed contents of the training

The United Nations Industrial Development Organization (UNIDO) is implementing in Mozambique the Business Environment Support and Trade Facilitation (BESTF Project) funded by the European Union and UNIDO.

The BESTF project provides for a capacity building intervention in order to strengthen the national capacities related to Quality. Within the Cluster Quality scope a program has been designed and is being implemented to support laboratories: the "Pilot Program in Support to Laboratories Accreditation".

Under the above Pilot Program, Leadership Business Consulting and Quimiteste were awarded by UNIDO a project aiming to assist laboratories in building internal capacity and competence via the organisation of a 10-day training course on Internal Auditing to ISO/IEC 17025 for 20 participants coming from different laboratories, from January 9 to 20, 2012 .

With that remit, the two companies conducted a training course to teach participants the technical issues related to performing an internal audit, how to effectively collect audit evidence and how to report audit findings. The course followed the detailed programme below:

9/1/2012	10/1/2012	11/1/2012	12/1/2012	13/1/2012
<ul style="list-style-type: none"> • Presentation • Notions on the accreditation process – Background, definitions and terminology • Management Requirements of ISO 17025 (Organisation, Quality System) 	<ul style="list-style-type: none"> • Management Requirements of ISO 17025 (Document control; Review of requests, tenders and contracts; Subcontracting of tests and calibrations; Purchasing services and supplies; Service to client; Complaints; Control of nonconforming testing and/or calibration work) 	<ul style="list-style-type: none"> • Management Requirements of ISO 17025 (Corrective action; Preventive action; Control of records; Internal audits; Management reviews) • Technical Requirements of ISO 17025 (Personnel) 	<ul style="list-style-type: none"> • Technical Requirements of ISO 17025 (Accommodation and environmental conditions; Test and calibration methods and method validation; Equipment) • Development and analysis Control charts (by request of the trainees) 	<ul style="list-style-type: none"> • Technical Requirements of ISO 17025 (Equipment; Measurement traceability; Sampling; Handling of test and calibration items; Assuring the quality of test and calibration results; Reporting the results)

16/1/2012	17/1/2012	18/1/2012	19/1/2012	20/1/2012
<ul style="list-style-type: none"> • Assessment and auditing requirements and guidelines (ISO 19011:2011) • 19011 relationship to 17025 	<ul style="list-style-type: none"> • Communication process • Practical exercises • Communication in the auditing process 	<ul style="list-style-type: none"> • Simulations • Preparation of an audit (review of documentation, checklists and audit plan) 	<ul style="list-style-type: none"> • Simulations • Conduction of an audit • Preparation of audit reports 	<ul style="list-style-type: none"> • Reading and analysing audit reports • Exam • Handover of certificates

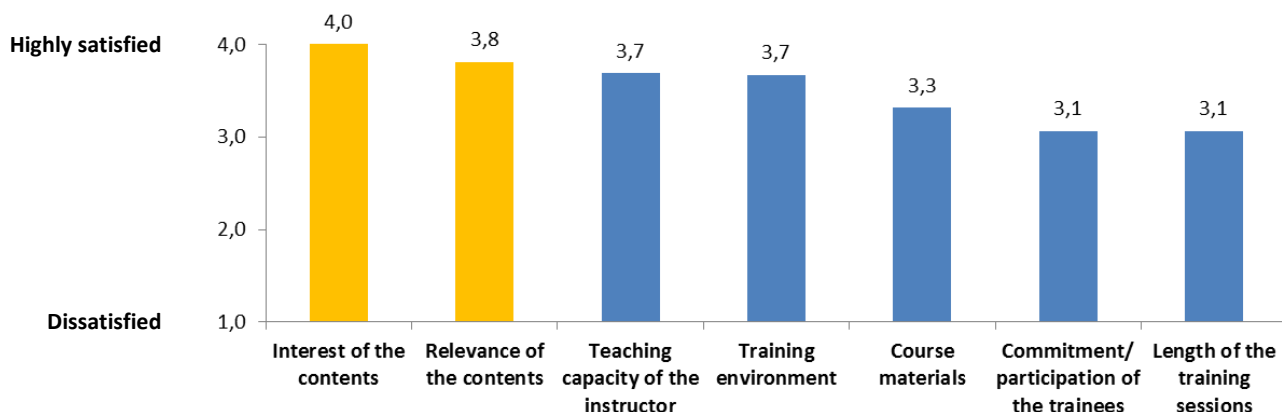
2. Analysis of the course evaluation sheets

a. General aspects and logistics

With regard to the general aspects of the training, the analysis of the course evaluation sheets indicates that the aspects of greater satisfaction were the “Interest of the contents” and the “Relevance of the contents” to their professional activity.

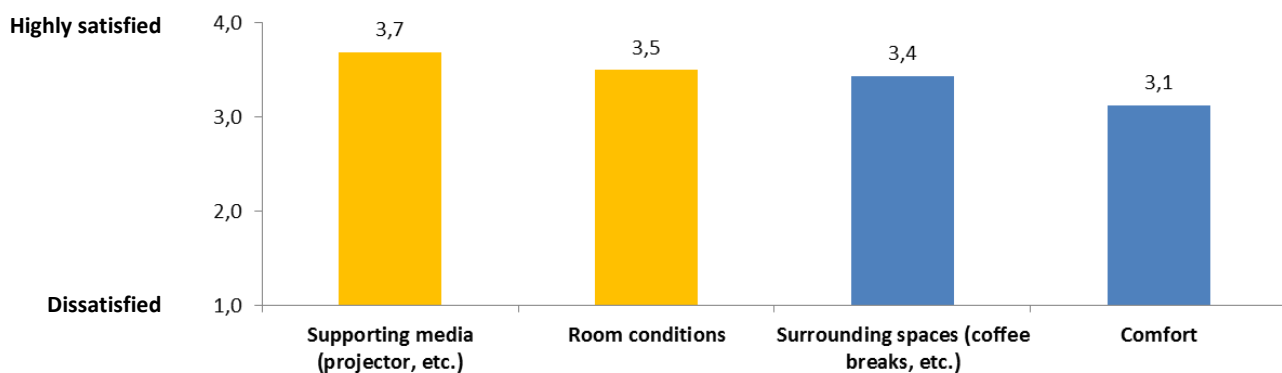
The evaluation of the remaining evaluation factors displayed satisfaction from all of the trainees.

General aspects of the training



The analysis of the logistics, room and environmental conditions of the training displays satisfaction from all the trainees regarding the aspects below.

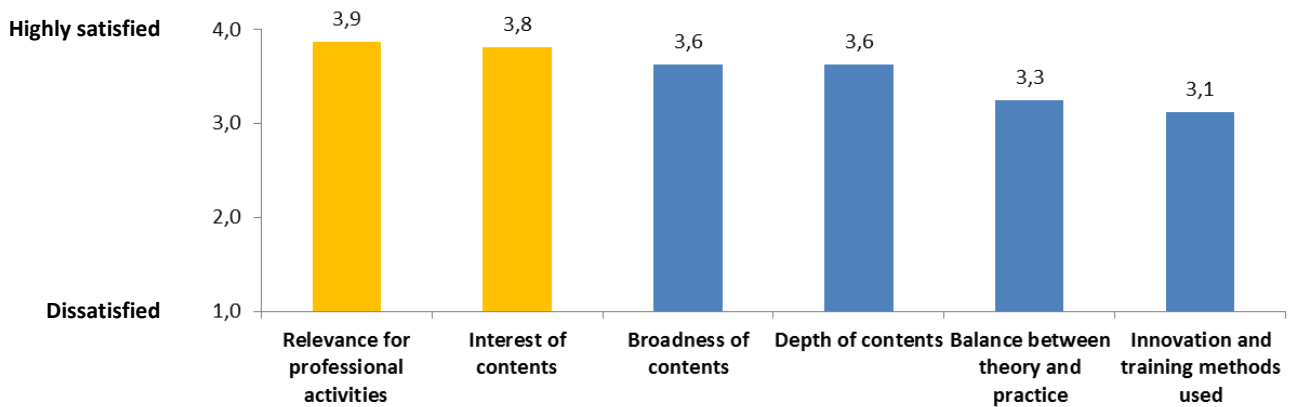
Room and environmental conditions



b. Training contents and instructor

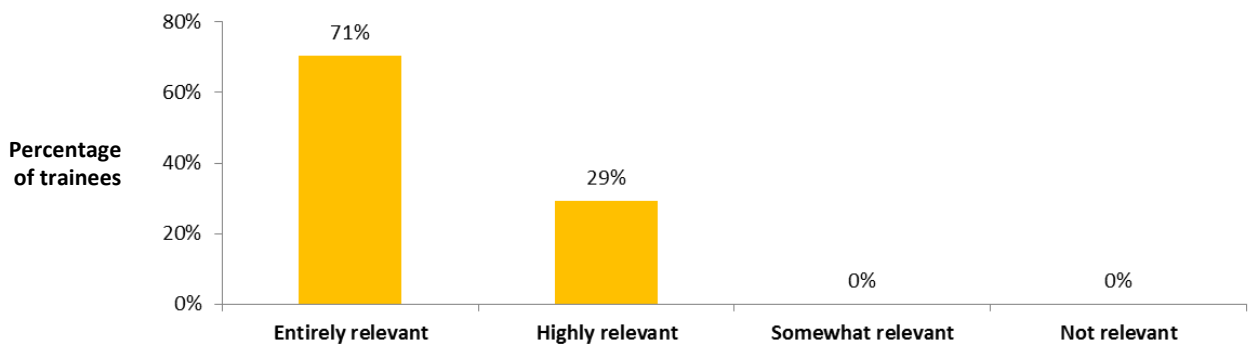
The analysis of the course evaluation sheets indicated that the average satisfaction of the trainees is high, with greater relevance on what regards to the "Relevance for professional activities" and "Interest of the contents", closely followed by the broadness and depth of contents.

Evaluation of the course contents



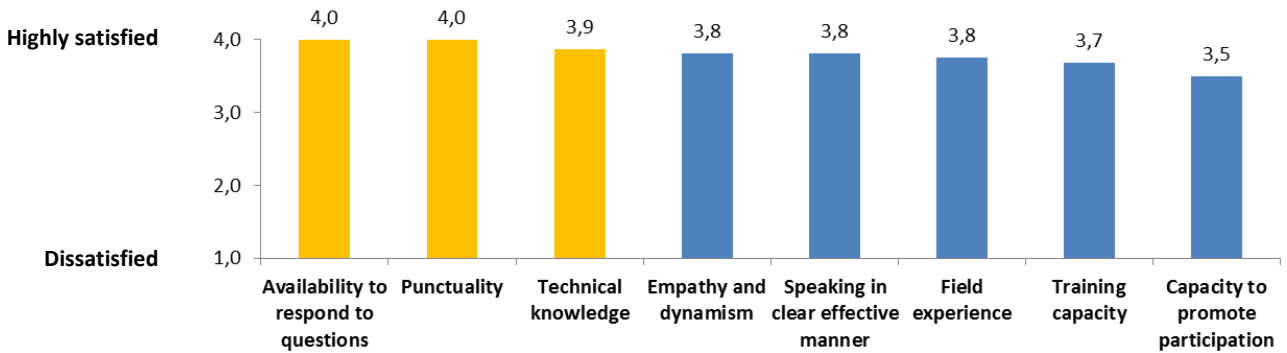
Detailing the relevance of the training contents, the analysis of the evaluation sheets indicates that, according to the trainees, the contents were either "Entirely relevant" (71%) or "Highly relevant" (29%) to their professional activities.

Relevance of training contents



The course instructor is also evaluated with satisfaction by the users, namely on what regards to the “Availability to respond to questions”, “Punctuality” and “Technical knowledge”. The remaining factors were also ranked highly.

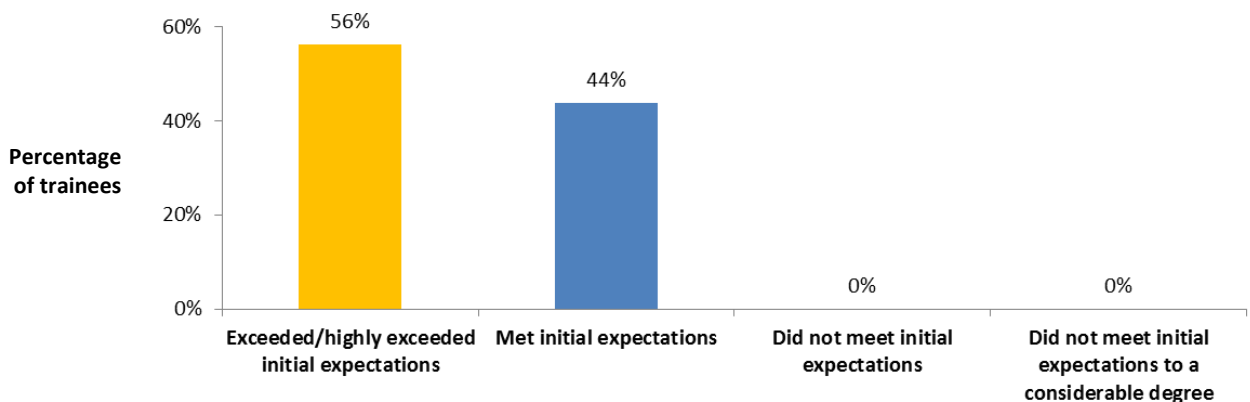
Evaluation of the course instructor



c. Global evaluation

In terms of the global evaluation of the course, the evaluation sheets filled out by the trainees indicate that the course “Exceed or highly exceeded initial expectations” to 56% of the trainees. The remaining 44% indicate that the course “Met initial expectations”.

Global evaluation of the training



3. Analysis of the final examination results

A final examination was successfully completed by all of the 16 trainees present in the last session of the course, with the following results. The individual exams are enclosed to this report.

