

LIST OF POLICIES IN ISO/IEC 17025

Policy Name (Description)	ISO 17025 Clause Number	Section in Quality Manual	DONE	NOT DONE
For ensuring the protection of confidential information	4.1.5c			
For avoiding involvement in activities that would diminish confidence in the laboratory's competence, impartiality, judgement or operational integrity	4.1.5 d			
Quality Policy Statement	4.2.2			
For conducting a review of requests, tenders and contracts	4.4.1			
For the selection and purchasing of external services and supplies, equipment and consumable supplies that affect the quality of tests and calibrations	4.6.1			
For the resolution of complaints	4.8			
To identify and control nonconformities when they occur	4.9.1			
To designate appropriate authorities for implementing corrective actions	4.11.1			
For identifying training needs and providing personnel training	5.2.2			

LIST OF PROCEDURES IN ISO/IEC 17025

Procedure Name (Description)	ISO 17025 Clause Number	Section in Quality/Procedure Manual	DONE	NOT DONE
For ensuring the protection of confidential information	4.1.5c			
For avoiding involvement in any activities that would diminish confidence in its competence, impartiality, judgement, or operational integrity	4.1.5d			
To control all documents	4.3.1			
For approval and issue of documents	4.3.2.2			
For hand amendments of documents pending re-issue (if allowed)	4.3.3.3			
To describe how changes in documents maintained in the computerised systems are made and controlled	4.3.3.4			
For review of requests, tenders and contracts	4.4.1			
For the selection and purchasing of external services and supplies that affect the quality of tests and calibrations	4.6.1			
For the resolution of complaints	4.8			
To identify and control nonconformities when they arise	4.9.1			
To designate appropriate authorities for implementing corrective actions	4.11.1			
To identify, document and eliminate the root cause(s) of nonconformities	4.11.2			

For initiating and monitoring preventive actions	4.12.2			
For identification, collection, indexing, access, storage, maintenance and safe disposal of records	4.13.1.1			
To protect and back up records stored electronically	4.13.1.4			
For internal audits which include the types of audit, frequencies, methodologies and required documentation	4.14.1			
For conducting management reviews	4.15.1			
For checking that the environment does not adversely affect the performance of specimen collection and equipment	5.2.2			
To ensure good housekeeping	5.3.5			
To describe test and calibrations methods	5.4.1			
To describe validation methods	5.4.5.2			
For estimating uncertainty of measurement for calibration labs	5.4.6.1			
For estimating uncertainty of measurement for testing Labs performing calibrations	5.4.6.2			
For protecting the integrity of (electronic/computer) data at all times	5.4.7.2b			
To provide up-to-date instructions on the use and maintenance of equipment	5.5.3			
For safe handling, transport, storage and use of equipment	5.5.6			
For performing intermediate checks to maintain confidence in the calibration status of equipment	5.5.10			
For ensuring correction factors are correctly updated	5.5.11			
For calibration of equipment	5.6.1			
For calibration of reference standards	5.6.3.1			
For intermediate checks to maintain confidence in the calibration status of reference, primary, transfer or working standards and	5.6.3.3			
For safe handling, transport, storage and use of reference standards	5.6.3.4			
For sampling performed by the laboratory	5.7.1			
For recording relevant data and operations relating to sampling	5.7.3			
For transportation, receipt, handling, protection, storage, retention and/or disposal of test/calibration items	5.8.1			
For avoiding deterioration, loss or damage to the test or calibration item during storage, handling and preparation.	5.8.4			
For quality control procedures that monitor the validity of tests and calibrations undertaken	5.9.1			