

# Requirements for Personnel in ISO/IEC 17025:2017

## Section 6.2



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# Personnel

Is your laboratory personnel qualified to perform the testing or calibration activities under your scope of accreditation?

One of the main ingredients in this determination is providing evidence of competency which may include training records along with other qualification like education, skills and experience.

Is this enough evidence in order to meet ISO/IEC 17025:2017 requirements?



# ISO/IEC 17025:2017 “Personnel”

**6.2.1 All personnel** of the laboratory, either internal or external, that **could influence** the laboratory activities shall act **impartially**, be **competent** and work in accordance with the laboratory's management system;

This of course covers personnel involved directly in laboratory activities however this will also apply to internal auditors, purchasing, maintenance and contracted personnel;



# ISO/IEC 17025:2017 “Personnel”

Impartiality - presence of objectivity

4.1.4 The laboratory shall identify risks to its impartiality on an on-going basis. This shall include those risks that arise from its activities, or from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present a laboratory with a risk to impartiality.

Competent - having suitable or sufficient skill, knowledge, experience, etc., for some purpose;

7.2.1.6 When method development is required, this shall be a planned activity and shall be assigned to competent personnel equipped with adequate resources.



# ISO/IEC 17025:2017 “Personnel”

**6.2.2** The laboratory **shall document** the competence requirements for **each function influencing the results of laboratory** activities, including requirements for education, qualification, training, technical knowledge, skills and experience

There are many ways an organization can document the competencies of personnel. It can be as simple as the written job description for the positions within the organization. However, there is flexibility given here.

Any specific competence requirements can also be documented in at job posting template.



# ISO/IEC 17025:2017 “Personnel

Competence for each function **influencing results** (examples):

- Review of Contracts
- Sampling
- Method Performance
- Uncertainty Calculation/Development of Budgets
- Purchasing / Receiving
- Reporting Results

7.8.2.1 (o) identification of the person(s) authorizing the report;

- Management / Supervision
- Auditing



## ISO/IEC 17025:2017 “Personnel

**6.2.3** The laboratory **shall ensure** that the personnel have the competence to perform laboratory activities for which they are responsible and to evaluate the significance of deviations.

The laboratory must evaluate to ensure that the individual is competent to perform the assigned laboratory function. This can be done for example by checking the appropriateness of the education, training, experience and/or demonstrated skills.

Is evidence available to demonstrate that a person meets all the criteria, and supports that he/she can be qualified? If not, training actions have to be undertaken and the training program has to include evaluation of the new competence and the evidence of the evaluation will need to be recorded. Those evidences can consist, where applicable: “(next slide)





# ISO/IEC 17025:2017 “Personnel”

## Examples of objective evidence to support competency;

- technical degree, certificate, diploma;
- involvement in publications;
- records of the involvement in calibration or testing operations and assessment of the participation;
- record of involvement in internal or external comparisons (successful PT results);
- record of involvement in research networks;
- record of involvement in standardization;
- records of evaluation of uncertainty such as training
- Others Past Employment - experience



# ISO/IEC 17025:2017 “Personnel”

COMPETENCE



The better the competence specifications are defined, the easier it will be to demonstrate the fulfilment of competence requirements.

# ISO/IEC 17025:2017 “Personnel

**6.2.4** The management of the laboratory shall communicate to personnel their duties, responsibilities and authorities

How is this done?



Even though the 2017 Standard does not require a job description it can still be used to communicate duties to personnel.



Should be acknowledged by personnel “signature” and can be supplemented through regular reviews or evaluations.



# ISO/IEC 17025:2017 “Personnel

**6.2.5** The laboratory shall have procedure(s) and retain records for:

As an auditor you would expect to see a **procedure** - How it is done  
And a **record** – What was done

a) determining the competence requirements;

- -Job descriptions/postings (evidence of determination of competency)

b) selection of personnel;

- -posting, interview notes, competency cross reference

c) training of personnel;

- -Training attendance and agendas (evidence that competency was met)



# ISO/IEC 17025:2017 “Personnel

**6.2.5** The laboratory shall have procedure(s) and retain records for:

d) supervision of personnel;



-Training Record

e) authorization of personnel;

-Can be an authorization matrix or training record sign off

A screenshot of a PDF document titled "Training Matrix". The form includes fields for "Employee Name:" and "Position:". Below these is a table with five columns: "Training Requirement", "Trainer's Signature", "Trainee's Signature", "Date", and "Trainer's Comments". The table has three empty rows for data entry. The document is viewed in a PDF reader window with a toolbar at the top and a sidebar on the right.

# ISO/IEC 17025:2017 “Personnel

**6.2.5** The laboratory shall have procedure(s) and retain records for

f) monitoring competence of personnel.

- Laboratory will need to specify how it is done and records maintained showing it was done.
- Lab determines how to monitor however this can utilize such vehicles as checking personnel’s data and reports, or participation in inter lab or intra lab testing.

Other methods can incorporate:

- Recertification
- Written Test
- Supervisor follow up after training is complete (60 days)



# ISO/IEC 17025:2017 “Personnel

**6.2.6** The laboratory shall authorize personnel to perform specific laboratory activities, including but not limited to, the following:

a) development, modification, verification and validation of methods;

b) analysis of results, including statements of conformity or opinions and interpretations;

c) report, review and authorization of results.



- Can be an expanded matrix to Incorporate these authorizations.







# Requirements for Personnel in ISO/IEC 17025:2017 Section 6.2



This time is allocated for questions. You should have a space provided for submitting questions.

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If a question is not answered, please submit directly to [webinar@pjlabs.com](mailto:webinar@pjlabs.com)

# Save the Date

## Common Findings in Assessments to the ISO/IEC 17025:2017 Standard in 2022

January 2023						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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22	23	24	25	26	<b>27</b>	28
29	30	31				

**Friday, Jan 27th 2023**

