



### Zagreb – the city with a million hearts

Zagreb is a city whose doors are always open; a city with a tumultuous history teeming with interesting personalities; a city that warmly invites all those who wish to get to know it, and a city that will surely fulfil your expectations. (<http://www.infozagreb.hr/>)

Zagreb was voted as the best European destination in 2017 by Lonelyplanet experts (<https://www.lonelyplanet.com/best-in-europe/>).

**Zagreb** is the Capital of Croatia, one of the most beautiful countries of Europe. Zagreb is an incredible city, a city with a soul and where life is good. Zagreb is also **one of the safest cities in Europe**, a perfect destination for a city break or as a starting point for discovering all of Croatia.

(<https://www.europeanbestdestinations.com/best-of-europe/safest-destinations-in-europe/>)

For more information on Zagreb, please consult the official web site of the Zagreb Tourist office:  
<http://www.infozagreb.hr/>

Welcome to Zagreb!

### Important dates:

**14 February 2018:** Early Bird registration closes

**4 April 2018:** Registration fee payment deadline

**11-13 April 2018:** Master Class

### Contact:

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### Why choose for an EC4LE training course?

- EC4LE organises about 30 courses per year for laboratory personnel
- EC4LE trained more than 500 people in 2017
- 100 % of participants expressed that they were „Satisfied” or „Very satisfied” with the training
- EC4LE holds a licence as a TrainMiC® event organiser
- EC4LE has a pool of trainers from many European countries
- Many of EC4LE’s trainers are TrainMiC® authorised trainers
- Most of the EC4LE’s trainers are experienced laboratory assessors

### Who will be the trainers at this Master Class?

- International trainers from several European countries with a rich training experience on laboratory accreditation
- Licenced as a TrainMiC® authorised trainers



EUROPEAN CENTRE FOR  
LABORATORY EXCELLENCE

An International Master Class  
to find cost effective ways for the transition  
into  
**ISO/IEC 17025:2017**  
**„From theory to practice”**



11 - 13 April 2018

### Venue:

Hotel Palace  
Zagreb, Croatia

### Supported by:





## Participate and return home with solutions:

This International Master Class will on the one hand bring together laboratory personnel who are responsible for the implementation, maintenance, improvement and operation of the laboratory management system, with experienced international trainers and representatives of an accreditation body. They will discuss and most importantly investigate how to apply the revised international standard ISO/IEC 17025.

The focus of this three-day event will be the practical application of the new standard. The intention is to have a very interactive course, with problem based learning. Participants will leave with knowledge and skills to get from theory into practical application and to discover what is the most cost effective way to adapt the standard to their organisation. They will also have an opportunity to discuss with the trainers and peers on their very specific issues they are struggling with.

## Aim:

At the end of this master class, you will be able to

- SET UP a plan of what to undertake inside your organisation in the next two years
- INTERPRET the changes needed to manage the transition purpose of your laboratory management system
- IMPLEMENT risk-based thinking to achieve effectiveness of your laboratories' activities
- ESTABLISH metrics to apply performance-based requirements of the new standard
- PREPARE a strategy for your next accreditation assessment

## Who should attend?

- Laboratory personnel who are responsible for the implementation, maintenance, improvement or operation of the laboratory management system
- Laboratory assessors and internal auditors
- Laboratory consultants

## Pre-requisites:

Familiarity with ISO/IEC 17025:2005

## Topics:

- Key changes in ISO/IEC 17025
- Impartiality and confidentiality
- Risk-based thinking
- Reporting statements of conformity & decision rules
- Other ISO/IEC 17025 requirements that require attention
- Transition to ISO/IEC 17025:2017 – view of accreditation bodies

## Programme:

### Day 1:

**8.30 – 9.00** Registration

**9:00 – 17.00** Introduction/ Impartiality and confidentiality / Structural requirements / Resource requirements

### Day 2:

**9:00 – 17.00:** Resource requirements / Process requirements

### Day 3:

**9:00 – 17.00:** Management system requirements / Accreditation and the new ISO 17025

For more details on programme and learning methodology please visit [www.ec4le.eu](http://www.ec4le.eu).

## Registration and fee:

Registration fee: 890 €. VAT of 25 % is included in the price. The registration fee covers participation to the Master Class, course materials, certificate of attendance, lunches and refreshments.

The number of participants is limited and therefore it is recommended to register as soon as possible. Please use the online registration on [www.ec4le.eu](http://www.ec4le.eu). Following your registration, you will be sent a pre-invoice. All payments shall be made before 4 April 2018.

## Discounts:

Early bird discount: 10 % (until 14 February 2018)  
Second participant from the same organisation: 5 %  
Third participant from the same organisation: 10 %

## Venue:

Hotel Palace  
Trg Josipa Jurja Strossmayera 10  
Zagreb, Croatia

## Accommodation:

Participants will make, and pay for, their own accommodation arrangements. A limited number of rooms are reserved in Hotel Palace. Please visit [www.ec4le.eu](http://www.ec4le.eu) for detailed information.

## Cancellation policy:

A full refund is possible for cancellations received before 4 April 2018. No refunds will be given for cancellations received after 4 April or no-shows.

Substitutions will be accepted up to two working days before the course date.