ISO/IEC 17020 UNDERSTANDING AND IMPLEMENTING TRAINING

Course Title: ISO/IEC 17020 Understanding and Implementing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with a comprehensive understanding of ISO/IEC 17020, the international standard that specifies requirements for the competence of inspection bodies and the impartiality, consistency and quality of their inspection activities. The course explains how Type A, Type B and Type C inspection bodies operate, how inspection processes are managed and how ISO/IEC 17020 requirements translate into practical operational controls, documentation needs, competency criteria and organisational governance. Through practical workshops, examples and case-based discussions, participants will gain the capability to apply the standard, improve inspection reliability, strengthen compliance and enhance readiness for accreditation assessments.

OBJECTIVE(S):

- Understand the structure, purpose and scope of ISO/IEC 17020.
- Learn the requirements for competence, impartiality and inspection integrity.
- Apply operational and technical requirements for inspection activities.
- Develop documentation, procedures and inspection records.
- Understand personnel competency and qualification requirements.
- Implement control of equipment, inspection methods and outcomes.
- Strengthen organisational readiness for accreditation by regulatory bodies.

TARGET GROUP(S):

- Inspection personnel and technical officers
- Quality managers and supervisors
- Laboratory, testing and inspection body representatives
- Engineers and assessors
- Compliance, accreditation and governance personnel
- ISO and management system coordinators

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO/IEC 17020 and Inspection Body Types
2. Structure, Definitions and Accreditation Framework
3. General Requirements: Impartiality, Independence and Confidentiality
4. Structural Requirements and Organisational Responsibilities
5. Resource Requirements for Personnel Competence and Equipment Control
6. Process Requirements for Inspection Methods, Sampling and Reporting
7. Management System Requirements for Documentation and Record Control
8. Implementation Strategy and Accreditation Preparation

LIST OF REFERENCE BOOK(S):

- ISO/IEC 17020: Conformity Assessment – Requirements for the Operation of Various Types of Bodies Performing Inspection
- ISO/IEC 17000: Conformity Assessment Terminology
- Accreditation guidelines and inspection manuals

LIST OF TEACHING AID(S):

- LCD projector

- Computer

- Whiteboard with accessories

- Flip chart with accessories

- Inspection templates, reporting forms and system documentation samples

METHODOLOGY(S):

- Lecture

- Group discussions

- Case studies

- Implementation workshops

- Practical exercises

MTBM

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Introduction to ISO/IEC 17020 and Inspection Body Types
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2: Structure, Definitions and Accreditation Framework
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: General Requirements for Impartiality, Independence and Confidentiality
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 4: Structural Requirements and Organisational Responsibilities

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Resource Requirements for Personnel Competence and Equipment Control
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 6: Process Requirements for Inspection Methods, Sampling and Reporting
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 7: Management System Requirements for Documentation and Record Control
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 8: Implementation Strategy and Accreditation Preparation