



**KLG INTERNATIONAL**  
LOCALIZED GLOBAL KNOWLEDGE



# RLQMAT COURSE

Refreshing Laboratory Quality Assurance Manager and Laboratory Assessor including examination (RLQMAT)

EUROPEAN ORGANIZATION FOR QUALITY 

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LIMITED SEATS 

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**14-16 April 2025**

**Dubai, UAE**

**On site and Remote**



**Onsite & Virtual**  
Workshop & Examination



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# MODULAR TRAINING PROGRAM

## WHAT WE OFFER



## OVERVIEW

The **three-day Refreshing Course for Laboratory Quality Assurance Managers and Assessors (RLQMAT)** provides a comprehensive update on the latest advancements in laboratory quality management and auditing. It reinforces participants' expertise in ISO/IEC 17025:2018, ISO 15189:2022, the ISO/IEC 17000 series, and the newly introduced ISO 19011, with a strong emphasis on process-based approaches and risk-based thinking. The course equips professionals with the skills to effectively plan and conduct audits, integrating risk assessment into decision-making.

## Recent Developments in Laboratory Accreditation & QMS

- ISO/IEC 17025:2017 / ISO 15189:2022 & Risk-Based Thinking – Strengthens proactive risk management, aligning with to enhance reliability and foster continuous improvement.
- CABs & Reliable Decision-Making – Conformity Assessment Bodies (CABs) apply decision rules that consider measurement uncertainty, ensuring compliance with regulatory and operational requirements.
- Stronger Integration into NQI – Laboratories play a key role in National Quality Infrastructure (NQI) by supporting regulatory compliance, trade, and consumer safety through standardized accreditation and metrology.
- ISO 19011 & Audit Best Practices – Provides enhanced guidance for auditing management systems, improving consistency, risk assessment, and overall decision-making in laboratory audits.
- ISO 31000 & Risk Management – Establishes a framework for identifying, assessing, and mitigating risks in laboratory operations, ensuring more resilient quality management systems.
- ISO 27001 & Data Security – As laboratories become more digital, implementing ISO 27001 is crucial for data protection, cybersecurity risk management, and ensuring the integrity of AI-driven decision-making.
- Resilience Standard (ISO 22301) – Address business continuity, organizational resilience, and impact assessment, helping laboratories maintain operational stability and risk preparedness.
- Digitalization & AI in QMS – AI-driven quality management systems improve risk control, minimize errors, and enhance real-time decision-making, ensuring compliance with evolving standards.

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## TARGET AUDIENCE

This course is ideal for professionals in testing, calibration, medical, environmental, food, pharmaceutical, and forensic laboratories, as well as those in accreditation and quality management, including QA managers, lab technicians, R&D managers, auditors, and CAB professionals.

## MINIMUM REQUIREMENTS TO PARTICIPANTS

Participants should have basic knowledge of laboratory quality management systems (ISO/IEC 17025, ISO 15189, or equivalent) and experience in laboratory operations, auditing, or quality assurance. Familiarity with risk-based thinking, conformity assessment, and prior auditing experience is recommended but not mandatory.

## WORKING LANGUAGE OF THE TRAINING COURSE

English

## CERTIFICATES

Upon successful completion of the training, former certified EOQ professionals will be entitled to extend their "Laboratory Quality Assurance Manager" and "Laboratory Assessor" certificates through Quality Austria and EOQ. All participants will receive a KLG International Group Confirmation of Attendance Certificate.



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## KLG INTERNATIONAL GROUP COURSE

# REFRESHING LABORATORY QUALITY ASSURANCE MANAGER AND LABORATORY ASSESSOR INCLUDING EXAMINATION (RLQMAT)

## DETAILED PROGRAM



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### DAY 1

## Risk Management, information Security, Resilience, Audit Practices

#### 9:30 – 10:30 AM ISO/IEC 17025:2017 and ISO 15189:2022 - Risk-Based Thinking

- Understanding the importance of ISO/IEC 17025:2017 and ISO 15189:2022 and the role of risk-based thinking in laboratory management.
- Strengthening proactive risk management to improve reliability and foster continuous improvement.
- ISO 31000 - a framework for identifying, assessing, and mitigating risks in laboratory operations.
- Practical examples and case studies on risk management in laboratory settings.

#### 10:30 – 10:45 AM Coffee Break

#### 10:45 AM – 12:15 PM ISO 19011 & Audit Best Practices

- Best practices for auditing laboratory management systems and ensuring consistency in the audit process.
- Improving risk assessment and decision-making in laboratory audits.
- Classifying & reporting major and minor nonconformities
- Tools for performing root cause analysis & formulating corrective actions

#### 12:15 – 1:15 PM Lunch Break

#### 1:15 – 2:45 PM Information Security and Resilience based on ISO 27001 Standards and ISO 22301 Standards

- Implications of ISO 27001 for laboratory data management, risk mitigation, and cybersecurity.
- Introduction to resilience standards and their role in laboratory operations.
- Ensuring business continuity and organizational resilience in laboratory settings.

#### 2:45 – 3:00 PM Coffee Break

#### 3:00 – 5:00 PM Practical Workshop

- Participants apply risk-based thinking to audit scenarios.
- Participants conduct risk assessments in laboratory systems taking into account information security and resilience.

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### DAY 2

## Reliable Decision-Making, Conformity Assessment Bodies (CABs), and NQI Integration

### 9:00 – 10:30 AM CABs & Reliable Decision-Making

- Uncertainty estimation process: top-down and bottom-up approaches.
- Decision rules and the importance of measuring uncertainty in CAB decision-making.
- Tools for ensuring compliance with regulatory and operational requirements.
- Internal quality control in analytical laboratories, including control charts (X-bar, R-Charts).

### 10:30 – 10:45 AM Coffee Break

### 10:45 AM – 12:15 PM Integration into National Quality Infrastructure (NQI)

- Laboratories' role in NQI, supporting regulatory compliance, trade, and consumer safety.
- Presentation of the elements of NQI: political and legal frameworks, standardization, metrology, conformity assessment, and accreditation.
- The stakeholders of a well-functioning NQI and their interconnections.

### 12:15 – 1:15 PM Lunch Break

### 1:15 – 2:45 PM Practical Workshop: Uncertainty Estimation & Quality Control

- Hands-on session on calculating uncertainty and applying decision rules.

### 2:45 – 3:00 PM Coffee Break

### 3:00 – 4:30 PM Practical Workshop: Uncertainty Estimation & Quality Control

### 4:30 – 5:00 PM Closing & Discussion

- Open Q&A session.

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### DAY 3

## Digitalization & AI in Laboratory Quality Management

This workshop will provide you with hands-on experience and valuable insights into how AI and digitalization can transform quality management in laboratories.

### 9:30 – 10:30 AM | The Role of Digitalization in Quality Management

- The economic impact of quality management: reducing errors & increasing customer satisfaction
- Benefits of digital quality management systems:
  - Enhancing user experience and engagement
  - Mobile collaboration tools for improved communication and quality culture
  - Automating and accelerating quality processes
  - The concept of "augmented workers" and error reduction

### 10:30 – 10:45 AM | Coffee Break

### 10:45 – 12:30 PM | AI & Data-Driven Quality Management

- Measuring customer satisfaction through digital tools (social media, real-time feedback)
- Process mining for identifying inefficiencies in quality processes
- Dashboard solutions for real-time monitoring and cost optimization
- AI-powered quality management:
  - Automated detection of quality issues
  - AI-driven decision-making and corrective actions
  - Chatbots (e.g., ChatGPT) for audits, statistical tests, and data analysis

### 12:30 – 1:30 PM | Lunch Break

### 1:30 – 2:45 PM | Practical Workshop: Assessing Digital Maturity in Laboratory QMS

- Evaluating the digitalization level of your laboratory's quality management system
- Introduction to open-source tools:
  - Orange for data mining & process analytics
  - ChatGPT and other AI tools for quality management
- Hands-on exploration of digital tools in lab QMS

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### DAY 3

## Digitalization & AI in Laboratory Quality Management

**2:45 – 3:00 PM | Coffee Break**

**3:00 – 4:30 PM | Interactive Group Work: Implementing AI in Laboratory QMS**

- Case studies: Applying AI and digital tools to solve real-world quality management challenges
- Developing a roadmap for integrating AI into laboratory quality systems
- Best practices and strategies for digital transformation in laboratories

**4:30 – 5:00 PM | Closing & Discussion**

- Summary of key learnings
- Open Q&A session
- Next steps for digital transformation in laboratory quality management

## OUR TRAINERS

**Dr. Evgeniya Soboleva** is an experienced chemist, auditor, and quality management expert with extensive international experience in environmental research, accreditation, and consultancy. She holds a master's in chemistry and MBA from the British Open University, and a Doctorate in Physical Chemistry. Certified in multiple ISO management systems, she has conducted over 800 audits globally. As CEO of KLG International Group, she provides audit, accreditation, and training services. Previously, she held key roles at Certification Bodies Quality Austria GmbH, IAEA, and University of London managing international projects in sustainability, energy, and environmental monitoring. She has advised UN organizations, USAID, and governments on accreditation and industrial policies. A published researcher, she has contributed extensively to analytical chemistry and environmental science, quality management and compliance.

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**Lorens Peter Sibbesen** is an experienced consultant and trainer specializing in laboratory quality management, accreditation, metrology, proficiency testing (PT), sustainability, and quality infrastructure. With a Master's in Applied Chemical Engineering and a diploma in Education, Lorens has over 30 years of expertise working with laboratories and quality systems.

He has led international projects, trained professionals in over 20 countries, and worked with organizations like EUROLAB and Eurachem. His specialties include ISO/IEC 17025, method validation, proficiency testing, food safety management, and sustainability standards. Lorens has also been instrumental in building national quality infrastructures in various regions, such as the Caribbean, Africa, and the Pacific. Lorens is a key member of the scientific community, serving as the Danish representative at the Eurachem General Assembly, Chairman of the Eurachem Working Group on Method Validation (MVWG), and a member of the Eurachem Executive Committee (EC). His extensive technical knowledge and practical experience make him a sought-after expert in laboratory quality, accreditation, and metrology.

**Dr. Oliver Jöbst** is the Managing Director of Successfactory Management Coaching GmbH, bringing extensive experience in consulting and training across quality management system design, digitalization, AI in quality management, Six Sigma, and Lean Management. He holds a doctorate in Plant Management, TPM, and Quality Management, complemented by a background in Material Science. His qualifications include ISO 9001 and ISO TS 16949 auditing, EFQM Senior Assessor certification, a Design for Six Sigma Black Belt, and SAFe 4 Certified Agilist accreditation.

### REGISTRATION

Please register using the link on our website:  
<https://klginternational.com/laboratory-quality-management>

**or via email at**  
[office@klginternational.com](mailto:office@klginternational.com)

If you have any questions about the course, please contact  
**Dr. Evgenia Soboleva**  
[esoboleva@klginternational.com](mailto:esoboleva@klginternational.com)

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