



TRAINING PROGRAM



Laboratory Technical Report Writing Skills

Introduction:

What does it mean to be a scientist or technician in a laboratory? Why do laboratory staffs ask questions such as what is that substance and why does it react that way? Since the beginning of time, man has been seen as an inquirer. We are always trying to discover new things, classify everything and to understand the behavior of things. The ability to enquire is one of the most important assets a person in a laboratory can have. You need to be able to act in the role of an inquirer when working in a laboratory environment.

Who Should Attend?

Laboratory Managers, Analytical Chemists, Medical Scientists, Lab Technicians, Chemical Engineers, Laboratory Supervisors, Research and Development Scientists, Microbiologists, Laboratory Analysts, Food Technologists, Quality Assurance/Control Managers/Auditors, Instrumentation Engineers, Chemical Engineers & Industry Personnel, Production Personnel who may be responsible for in-process laboratories or testing

The idea of this course is to give an introduction to working in a laboratory. It is hoped that people become aware of their role and function in a laboratory environment. Whatever the function of the laboratory, it's most important asset is the staff and how those staff perform. This course presents people with the basics to become an integral part of the laboratory and assist the facility to generate data that are of high quality and scientifically reliable.

Course Objectives:

By the end of this course delegates will be able to:

- Calibrate and maintain as part of the quality assurance and quality control procedures
- Increase the awareness of occupational health and safety in the laboratory environment, and exercising total professionalism in scientific and management areas.
- Identify the dangerous chemicals and how to minimize the risk associated with them in case of fire, chemical spill or sudden failure of equipment
- Exercise total quality management in producing reliable, consistent and independent results and on-time to their customers
- Emphasize on equipment
- Identify the most effective and efficient practice in planning, organizing, prioritizing and executing the business requirements.
- Develop effective communication and interpersonal skills among lab personnel

Course Outline:

- Introduction and the expectation
- Types of reports
- What is a technical report?
- Reviewing basic writing skills
- Enhancing your report
- Report writing strategies
- Scientific reports
- One page reports
- Analytical test reports and certificates of quality
- Electronic versus paper reports
- Recording and review of results

- Test method writing
- Reporting to senior management team
- Summaries of working
- Instructions, procedures, etc.
- Handling customer complaints (reports vs. other techniques)
- Customer complaint response reports