



TRAINING PROGRAM



# Advanced Laboratory Supervision & Management

## Introduction:

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The good and advance laboratory management can motivate dispirited teams of chemists and technicians to accomplish high quality work. It is very important to the lab supervisors and managers to learn how to create the success in their lab. The course is designed to provide an introduction and practical application of quality management in the laboratory according to ISO 17025 certified. It is designed also to understand concepts of personnel specification, job descriptions, how to apply quality standards, how to do health and safety risk assessments, how to develop the technical, and methods in the lab and how to evaluate the lab results. The aim of this course is to enrich and update the knowledge and skills of the participants for understanding the qualified management system in the laboratory.

## Who Should Attend?

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Lab Managers, Supervisors, Team Leaders, Chemists and Technicians, Health & Safety and Environmental Professionals, Laboratory Seniors, Technologists, Analytical Laboratory Professionals, Laboratory Staff, Superintendents, Supervisors, Engineers, Chemists and Analysts,

Auditors, Research Directors, Chemical Engineers, Health & Safety Professionals Instrument Engineers, Research and Development Scientists, and Quality Assurance/Control Managers

## Course Objectives:

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

- Understand how the business processes of a laboratory can be combined effectively with the requirements of ISO/IEC 17025.
- Integrate successfully important aspects that are essential to maximizing gains from the management system.
- Provide an understanding of the roles of the quality manager and technical Management.
- Be a good and qualified laboratory boss

## Course Outline:

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- Introduction to management
- Organization structure and design
- Principle of leadership
- Power of influence
- Attributes for effective leadership
- Leadership styles
- Management function
- Quality manual ISO 17025
- Management functions
- Managerial problem solving and decision making
- Human resource management (HRM)
- Principles of collaborative management: recruitment, compensation, leave benefits, employment relations, termination
- Principles of collaborative management: understanding people, interactive communication
- Fundamentals of financial management: review of financial accounting concepts, debits credits and the accounting equation, income statement, analyzing cost of service
- Effective budgeting in the laboratory
- Performance evaluation and development guidelines

- Management requirements by Quality Manual ISO 17025: organization, management system, document control, complaints, improvement, corrective action, preventive action, management reviews
- Environmental certification and management responsibility
- Laboratory safety management
- Laboratory instruments and technique
- Laboratory methods
- Interactive communication skills
- Laboratory accreditation requirement
- Validation of analytical methods and procedures
- Quantitative methods
- How to be a good manager/leader