A2LA in partnership with WorkPlace Training is now offering:

Cal Lab Manager Training; Beyond 17025 with Jesse Morse

Orlando ■ Minneapolis ■ Los Angeles ■ Baltimore ■ Your Location

$1695. Per person, group and government discounts available

612 308 2202 phanssen@wptraining.com www.wptraining.com

Does your lab manager have formal management training or experience? This course is designed for new lab managers or managers who would like a refresher or different perspective. Lunch and 20 hours of elearning prerequisite included.

Content:

An introduction to the unique properties of managing a calibration operation and principles of supervision

Cal Lab Management – vs- Department Management
What is Traceability and how easy it is broken
Principles of supervision-a basic primer
Choosing the right people

Effective Business Communication

Presentation is everything
Business writing basics
Grammar refresher
Exercise: Let's check your email quotient
Email do's and don'ts
Writing effective reports

Understanding the quality manual and achieving outstanding audits

But first, the quality system
Understanding the cal lab quality manual-section by section
Approving outside suppliers of calibration services

Understanding 17025 and those "Z" standards-from a managers perspective

Review of ISO/IEC 17025-Section 4
Review of ANSI/NCSLI Z540.3
Accreditation and ANSI/NCSLI Z540.3-how does it work
What about Z540.1 and Z540.2?

Cal Lab Performance - What to measure and how

Determining what functions to measure
Charting the data
What the data can show about a lab
Using data to increase staff, get funding, get management's attention
Using data to monitor improvements – a lean approach to operating a cal lab

Making excellent buy decisions that get approved

Choosing the right manufacturers product
Getting around a manufacturer's "specmanship"
Mathematically comparing instrument specifications
Exercise: Which calibrator is really better?
Exercise: Can this calibrator support the workload at 4:1?
Researching capacity and capability
Lifetime cost of ownership – beyond the buy price
ROI and Payback time
Exercise – Using the "Morse Metrology Payback Time" spreadsheet

A primer on asset management

Measuring cal due delinquencies
Incentives for improving on-time calibrations
Dealing with reluctant customers
Saving time and money by cost optimizing calibration programs

WorkPlace Training, Inc Workshop Enrollment Form

Company	Attendees Name	Amount
	total	$

WPT3006 Cal Lab Management; Beyond 17025 - Jesse Morse (3 days $1695.)

__ Orlando - Feb. 28-March 1, 2012 __ Minneapolis - Jun 12-14 __ Los Angeles - Dec 11-13
__ Baltimore - Sept 18-20 __ Your Location - Your Schedule

Fee: $1695 ea. Group rates available. Register before now so that we can have an accurate count for planning purposes. We reserve the right to cancel the workshop if the minimum number of registrations is not met. In the In the event of cancellation, WPT shall reimburse the registration fees. Lunch included. *20 hours elearn prerequisite included, register early as training commences upon payment receipt.*

Payment method: Credit Card No:_____ exp _____
Billing zip code_____Name on card_____
Check enclosed___Please invoice___ PO_____
Bill Address_____
_____
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Please remit to: WorkPlace Training, Inc
2118 Shadywood Rd
Wayzata MN 55391
612 308 2202 voice 952 471 8554 fax or email: phanssen@wptraining.com