

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Testing Quality Management

Title	Conduct management review of laboratory
Code	105902L5
Range	This unit of competency (UoC) covers the abilities to establish the schedule and procedures for the laboratory's top management to conduct a review of the laboratory management system to ensure its continuing suitability and effectiveness and to induce any necessary changes or improvements.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of reviewing management system of a laboratory</p> <ul style="list-style-type: none"> • Determine the scope and detailed requirements of reviewing management system of a laboratory. • Explain the details in all aspects of quality management system of a laboratory. • Interpret the requirements of management system in relevant international standard and define the performance indicators of the management system. <p>2. Conduct management review of a testing / calibration laboratory</p> <ul style="list-style-type: none"> • Establish procedures to review the management system of a testing / calibration laboratory at planned regular intervals by taking into account of the following: <ul style="list-style-type: none"> ○ the suitability of policies and procedures, ○ reports from managerial and supervisory personnel, ○ the outcome of recent internal audit, ○ corrective and preventive actions, ○ assessments by external bodies, ○ the results of inter-laboratory comparisons or proficiency tests, ○ customer feedback, ○ appeals and complaints, ○ recommendations for improvement, ○ other relevant factors, such as quality control activities, resources and staff training. • Critically evaluate findings from the review of: <ul style="list-style-type: none"> ○ measurable quality objectives such as customer survey and outside services and supplies, ○ accommodation, ○ capacities and workload, ○ personnel, ○ future development. • Maintain accurate records of management review. • Generate an action plan to improve the laboratory management system. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure the management review is conducted timely and effectively to enhance the quality management system of the laboratory.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • plan and conduct management review of the laboratory according to predetermined schedule and procedures, • evaluate review findings critically to ensure the continuing suitability and effectiveness of the laboratory management system,

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	<ul style="list-style-type: none">• generate an action plan to improve the management system.
Remark	<p>The relevant international standard involved in this UoC is as follows:</p> <ul style="list-style-type: none">• ISO/IEC 17025 General Requirements for the Competence of Testing and Calibration Laboratories