L6 Human Resource & Competence Management
ISO/IEC 17025 Laboratory Management System

- 4 General Requirements
- 8 Management System Requirements
- 5 Structural Requirements
- 7 Process Requirements
- 6 Resource Requirements
ISO/IEC 17025: 2017

Structure

8.2 Management System
8.9 Management Review
5.0 Structural Requirements
4.1 Impartiality
4.2 Confidentiality

7.1 Requests, tenders & contracts
7.2 Selection, validation & verification of methods
7.3 Sampling
7.4 Handling
7.5 Technical Records
7.6 Measurement Uncertainty
7.7 Quality Control
7.8 Reporting

6.1 Resource requirements
6.2 Personnel
6.3 Facilities & Environment
6.4 Equipment
6.5 Traceability
6.6 Purchasing & Subcontracting
7.11 Control of Data
8.3 Document Control
8.4 Records

8.6 Improvement
8.5 Risks and Opportunities
8.7 Corrective Action
8.8 Internal Audit
7.10 Nonconforming Work
7.9 Complaints

Feedback

CUSTOMER

IAEA
6.2 Personnel

6.2.1 All the personnel (Internal and External) perform impartially, be competent and work in accordance with the system.

For example, it can be personnel that perform testing, calibration, sampling, technical activity maintenance of the equipment, or management system personnel, who evaluate suppliers and/or maintain the management system including internal auditing activities.
6.2 Personnel

6.2.2 Document the competence requirements – 6 items


6.2.3 Ensure competency to perform activities. Identify deviations and evaluate the significance of deviations
6.2 Personnel

6.2.4 Communicate to personnel their duties, responsibilities and authorities

6.2.5 Document procedure and records for determining competency, selection of personnel, training, supervision, authorization and monitoring competence

- Analyze results and giving statement of conformity/opinions
- Report, review and authorization of results
6.2 Personnel

6.2.6 Authorize personnel to perform laboratory activities like:
- Develop, modify, verify and validate methods
- Perform specific laboratory activities
- Analyze results and giving statement of conformity/opinions
- Report, review and authorization of results
6.2 Personnel

- Management should ensure that the number of staff involved is sufficient to accomplish all the processes and that they are competent and impartial to assure that the processes are carried out properly.

- The main categories of staff that work at a dosimetry service are technicians and physicists. Both can be involved in administrative, methodology and software related tasks.

- Competent: physicists performing calibrations, dose assessments/modifications and other specific tasks have to be appropriately qualified through a combination of education (radiation protection, statistics, principles of luminescence), training (ISO 4037, Standards on Type Testing, on the software used, on ISO/IEC 17025, dosemeter design) and practical hands-on experience (dosimetry, reader, irradiations, software, …)
6.2 Personnel

- Personnel should be free from any internal or external influence, which could affect the quality or impartiality of their work at the service. The responsibilities of key personnel should be clarified to avoid conflicts of interest.

- New staff should be given ‘on-the-job’ training along with appropriate supervision.

- Physicists are usually involved in research and development tasks, understanding the complexity of dosimetry concepts and implementing improvements to the system (for example, new dosemeter design and optimization of methods).

- Specific tasks such as reader and Irradiator manipulation and maintenance should only be undertaken by qualified personnel.
6.2 Personnel- What should be available?

- Blind Tests for demonstration of competence
- Proficiency Tests for monitoring of competence
- Job descriptions
- Competency Matrix
- Training Plan & Job records

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<tr>
<th>Task</th>
<th>Physicist Jake M.</th>
<th>Physicist Lindsey P.</th>
<th>Operator Reader Jane M.</th>
<th>Operator Irradiator Ruben L</th>
<th>Director Mary T.</th>
<th>QM James O.</th>
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4 = High Competence - Completes Task Independently  
3 = Some Competence - Needs Occasional Support  
2 = Low Competence - Needs Ongoing Support  
1 = No Competence - Needs Training and Direction
Logging

### Visitors Log

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<tr>
<th>Date</th>
<th>Visitors Name</th>
<th>Time IN</th>
<th>Time OUT</th>
<th>Notes/Remarks</th>
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<td>Mr. Adam Smith</td>
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<td>11:14:00 AM</td>
<td>Mr. Stephen's guest</td>
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<td>16/12/2015</td>
<td>Peter Phillips</td>
<td>10:26:00 AM</td>
<td>10:35:00 AM</td>
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