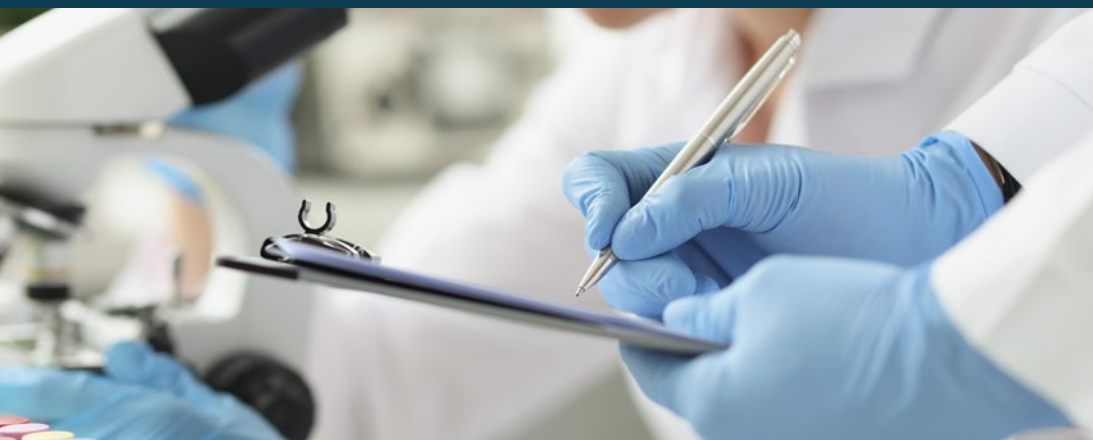


MiChem Dynamics
LEADING CHANGE

SERVICE TO THE CUSTOMER ACCORDING TO ISO/IEC 17025:2017 WORKSHOP

Customer satisfaction and education are integral components of the updated ISO/IEC 17025:2017 requirements. The revised standard mandates that laboratories furnish customers with specific information, enhancing the comprehension of laboratory results. Moreover, it is imperative for customers to grasp the constraints associated with customer service, and it falls upon laboratories to proficiently convey this information.

This workshop is designed to empower your laboratory by providing essential insights for effectively communicating ISO/IEC 17025:2017 and additional accreditation requirements to your clientele. Detailed discussions will cover the limitations, delineating what is permissible and what is not, and strategies for handling undue pressure exerted by customers.



THE WORKSHOP WILL RUN OVER A PERIOD OF 1 DAY

LEARNING OUTCOMES:

- Explore the specific expectations and needs of customers in a laboratory setting.
- Understanding of the critical elements of ISO/IEC 17025:2017 relevant to customer service.
- Explore methods for conveying technical information to customers in a clear and understandable manner.
- Develop effective approaches for addressing customer inquiries and concerns.
- Examine the limitations of laboratory services and how to communicate them transparently.
- Equip participants with strategies for managing and handling undue pressure from customers.

WHO SHOULD ATTEND THIS COURSE:

- Laboratory / Quality managers
- Technical signatories
- Any other personnel involved with customer service in a laboratory environment

MINIMUM ENTRY REQUIREMENTS:

- Fluency in English writing and reading skills

TUITION:

- Training material included (English)
- Certificate of attendance or competence (based on outcome of assessment) will be issued on successful completion of training.

COURSE OVERVIEW:

- Introduction
- Customer relationships and service
- Customer satisfaction assessment tools
- Effective communication with customers
- Requirements and limitations related to customer service and communication according to ISO/IEC 17025:2017

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