

What **technical topics on ISO/IEC 17025:2017 are your **TOP FIVE (5)** to be prioritized for implementation, **from 2025-2026**, based on your current needs?**

- ☐ Method development
- ☐ Method validation/verification
- ☐ Evaluation of measurement uncertainty from calibration
- ☐ Evaluation of measurement uncertainty from testing
- ☐ Evaluation of measurement uncertainty from sampling
- ☐ Decision rules and statement of conformities
- ☐ Organization of interlaboratory comparison, as alternative to proficiency testing
- ☐ Organization of intralaboratory comparison, as alternative to proficiency testing
- ☐ Preparation and characterization of internal quality control (IQCM) based on ISO Guide 80
- ☐ Establishment of laboratory metrological traceability
- ☐ Use of certified reference materials and interpretation of certificate of analysis
- ☐ Participation to proficiency testing and interpretation of results
- ☐ Use of correction factors for analytical equipment
- ☐ Preparation, use and interpretation of control charts
- ☐ Interpretation of calibration certificates
- ☐ Advanced analytical instrumentations
- ☐ Internal quality control
- ☐ Statistical evaluations
- ☐ Analytical data integrity

What **management topics** on ISO/IEC 17025:2017 are your **TOP FIVE (5)** to be prioritized for implementation, **from 2025-2026**, based on your current needs?

- ☐ Risk and opportunity management
- ☐ Risk-based internal quality audit
- ☐ Risk-based document and record control
- ☐ Conduct of management system review
- ☐ Control of nonconforming work and how to address deviations
- ☐ Root Cause Analysis (RCA) and effective Corrective and Preventive Actions (CAPAs)
- ☐ Analysis of customer feedback, computation of Customer Satisfaction Index (CSI), and computation of Net Promoter Score (NPS)
- ☐ Customer complaint handling
- ☐ Impartiality and confidentiality management
- ☐ Continual improvement mechanisms
- ☐ Safety system management
- ☐ Data and information security management
- ☐ Human resources management
- ☐ Business continuity strategy
- ☐ Corporate governance (e.g. Social Responsibility)

*As we are developing an online **Learning Management System (LMS)** to reach more people in need and designing **risk-based management training** for various laboratory settings, some additional questions in this survey will address these topics as well.*