



PROCEDURE FOR PROCESS REQUIREMENTS

ISO 17025:2017

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Purpose

The purpose of this procedure is to ensure compliance with the process requirements of ISO/IEC 17025:2017 for conducting laboratory activities, in order to guarantee the validity, reliability, and traceability of results.

Scope

This procedure applies to all testing activities conducted by the laboratory related to specify: polymeric materials or other types of testing), covering the entire testing process from receipt of samples to the issuance of reports.

References

3.1 ISO/IEC 17025:2017 – General Requirements for the Competence of Testing and Calibration Laboratories

Responsibilities

Laboratory Manager

Ensures implementation of this procedure and availability of resources.

Verifies compliance of laboratory processes with ISO/IEC 17025 requirements.

Technical Personnel

Conduct tests according to approved methods and maintain accurate records.

Notify the Laboratory Manager of any deviations, uncertainties, or nonconformities.

Quality Manager

Monitors the effectiveness of this procedure through internal audits.

Reviews test records and reports for consistency and accuracy.

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Terms and Definitions

Process

A set of operations and steps necessary to achieve a specific objective. It refers to a series of structured and interrelated actions that result in the creation of a product or provision of a service.

Verification

The provision of objective evidence that a particular item meets specified requirements.

Validation

Confirmation that the specified requirements are suitable for the intended use or application.

Interlaboratory Comparison

The organization, performance, and evaluation of measurements or tests on the same or similar items by two or more laboratories under predetermined conditions.

Intralaboratory Comparison

The organization, performance, and evaluation of measurements or tests on the same or similar items within a single laboratory under predetermined conditions.

Complaint

An expression of dissatisfaction by any individual or organization regarding the activities or results of the laboratory, where a response is expected.

Decision Rule

A rule that explains how measurement uncertainty is taken into account when determining compliance with a specified requirement.

7- Process Requirements

The laboratory has established a documented procedure with reference number for meeting process requirements as described below:

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7-1 Review of Requests, Tenders, and Contracts

7-1-1 A procedure has been developed for the establishment of testing contracts using a form referenced titled Customer Service Contract Form, NO (LAB-F-PR-01) . This form includes customer information, test samples, and the relevant standards, ensuring all customer requirements are fully addressed. A contract number is defined within this form, serving as the identification code for the product from the beginning of the agreement to the issuance of the test report. The form also specifies the expected reporting date and the associated cost, both communicated to the customer. The form is prepared and completed by the Technical Manager, and one copy is

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7-2-1-5 By employing up-to-date standards, qualified personnel, required training, and proper equipment, the laboratory ensures test methods are correctly implemented. An external record-keeping system in Excel prevents unintended errors. Upon initial laboratory setup, verification of tests is carried out to confirm conformity between equipment, test method, and test personnel. Records are maintained in the Test Verification Record Form, No. (LAB-F-PR-04) In the event

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receipt, the laboratory takes all necessary precautions to prevent deterioration, contamination, or loss during handling, storage, and preparation for testing.

7-4-2 To identify test items, the laboratory uses Sample Identification Labels Form No.

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7-7 Ensuring Result Validity

7-7-1 The laboratory uses the following methods to monitor the validity of its data results:

1. Use of reference materials or quality control materials
2. Functional checks of measurement and test equipment
3. Intermediate checks on measurement equipment
4. Repetition of tests using the same method

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7-8-1-1 Results are reviewed before release and published if authorized.

7-8-1-2 Reports are fully accurate and clear, including all agreed customer information and the methods used. Reports are retained as paper or electronic technical records in External Test Report Form

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7-8-5 Specific Requirements for Sampling Reports

This clause is outside the laboratory's scope.

7-8-6 Conformity Statement Reporting

7-8-6-1 When issuing a conformity statement to a specification or standard, the laboratory applies a suitable decision rule considering risk level and documents it. If the decision rule is specified by the customer, regulations, or legal documents, risk level determination is unnecessary.

7-8-6-2 The laboratory reports the conformity statement with the decision rule, specifying which results it applies to and which specifications, standards, and

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whether from a contractual party—and if related to laboratory activities, addresses it. Responsibility for decisions and actions in all complaint handling stages rests with the Laboratory Manager.

7-9-3 Complaint handling steps include:

Upon receipt, the Technical Manager registers the complaint in Complaint List No. (LAB-F-PR-13) Then, in the Customer Complaint Handling Form No. (LAB-F-PR-14), all complaint

Complaint Handling Process Overview

1. **Receive Complaint** → Record in this form.
2. **Evaluate** → Determine if it's valid and relevant.

How to Fill Out the Complaint List

Column	How to Fill It	Example
No.	Serial number of the complaint (incremental).	1, 2, 3...
Date Received	The exact date when the complaint was received.	2025-06-30
Complainant Name / Organization		

7-9-4 The Technical Manager collects and verifies all necessary information to validate the complaint.

7-9-5 When possible, the laboratory acknowledges receipt of the complaint and provides progress and outcome reports stepwise via the Laboratory Manager to the complainant.

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7-9-6 Responsibility for taking, reviewing, and deciding on complaints lies, as much as possible,

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All related information is categorized, documented, and stored together to maintain integrity.

The system also includes the recording of system errors and associated corrective or immediate actions.

7.11.4 To protect data stored on the organization's network for backup purposes, access is restricted to the network operator, who is external to the laboratory and has signed a code

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of ethics and committed to impartiality and confidentiality,

7.11.6 For calculations and data transfers, the laboratory uses the External Test Record Form, No. (LAB-F-PR-03), prepared in Excel, to reduce the risk of manual calculation errors and to speed up the computation process.

Attached documents

1. Customer Service Contract — Form No. (LAB-F-PR-01)
2. Standards List — Form No. (LAB-F-PR-02)
3. External Test Record — Form No. (LAB-F-PR-03)
4. — Form No. (LAB-F-PR-04)
5. — Form No. (LAB-F-PR-05)

17. Software Validation — Form No. (LAB-F-PR-16)

19. Instruction — No. (LAB-W-TM-07)

20. Procedure for the Estimation of Measurement Uncertainty — Documents No. (LAB-P-EU-06)