

Technical Assistant (Instruments) Quality Cell – Syllabus

Quality Management Systems, definition of quality, quality concepts, PDCA cycle, Quality Policy, Quality Management Principles, Quality assurance, Quality Control, Quality Characteristics, Total Quality Management, Quality Cost, The role of Quality Management System.

ISO 17025, 9000, 13485 systems and others as applicable, Quality Auditing, Introduction to internal auditing, Interaction between Quality Management System and other Management Systems in an organization, Basis of Good laboratory practices.


Structural requirements: Organisational structure, Organogram.

Resource requirements: Personnel, Facilities and environmental conditions, Equipment, Calibration of equipment, Metrological traceability, Externally provided products and services.

Process requirements: Review of requests, tenders and contracts, Selection, verification and validation of methods, Sampling, Handling of test or calibration items, Technical records, Evaluation of measurement uncertainty, Ensuring validity of results, Reporting of results, Complaints, Nonconforming work, Control of data and information management.

Management system requirements: Management system documentation, Control of management system documents, Control of records, Actions to address risk and opportunities, Improvement, Corrective actions, Root cause analysis, Internal audits, Management reviews.

Customer satisfaction, Customer Perception of Quality, Customer Complaints, Resolution of customer complaints, Quality of service, Customer Retention, Performance Appraisal, Benefits.


AD Gr 2 (L/C)