

On November 26-29, Fastener World Magazine held a series of workshop with Billy Liu that again aroused the interest of the fastener industry. The 4-day workshop attracted nearly 100 people in attendance. This workshop features two topics. One is the revision highlights of ISO/IEC 17025:2017 and how to cope with it; the other is CQI-9/11/12. The ISO/IEC 17025:2017 course targeted the attendance of lab directors, quality directors, lab internal auditors, lab equipment and service providers, and professional ISO/IEC 17025 auditors. Those who participated in the CQI course were mostly automotive fastener makers, heat treatment and surface treatment equipment makers, electroplating and coating suppliers, automotive fastener traders/distributors/assemblers, and operations directors.

### ISO/IEC 17025:2017 Courses Helping Participants Learn Practical Coping Strategies

The previous edition of ISO/IEC 17025 will become invalid after October 2020. Starting from September 2018, all preliminary and secondary audits must be based on ISO/IEC 17025:2017 only. More and more labs are required to comply with this standard, and some industries have included it into their respective industrial standards. With the recently revised standard out in the public, many people are asking about the differences between the previous edition and the new one, and the corresponding changes to audits. Therefore, Fastener World invited Billy Liu to give these courses and answer their questions. To help participants understand the nitty gritty of this issue, he focused on the following concepts: (1) Features of the new edition and purpose of revision, (2) Retained and revised portions of the previous edition, (3) The coping strategies for individual clauses and the focus of audit, (4) Coping strategies in practice.

“The point of this workshop is not to explain the clauses but to introduce the following: (1) What to do with the current management system, quality brochures, and written procedures, (2) Which processes to be amended, (3) Which pieces of evidence from the lab to be examined in the new audit,” said Liu. His course was in-depth but easily understandable, lighthearted and interesting that the participants could know how the revised standard would be implemented in practice and learn effective coping strategies.



## ISO/IEC 17025:2017 & CQI-9/11/12 Workshop Held by Fastener World and Billy Liu Attracts Nearly 100 Participants from the Fastener Industry

by Michael Wu, Fastener World



### CQI-9/11/12 Automotive Fastener Workshop with Many Participants from the Industry

In recent years automotive fasteners have become one of the key fields for the development of Taiwan fastener industry. However, fastener companies are often at a loss while facing serious customer complaints on mixed materials, delayed quenching and hydrogen embrittlement, or they are even forced to the corner of filing for bankruptcy.



Therefore, Liu gave a detailed introduction of CQI in his course. The course was divided into 3 categories: continuous heat treatment of automotive fasteners, electroplating of automotive fasteners, and Zn-Al based coating of automotive fasteners. The participants benefited a lot from Liu's introduction of CQI and clause essentials, essential practical applications and group discussion.

“By understanding the individual requirements from the automotive market on fastener heat/surface treatment equipment and manufacturing stability, the participants will learn how to increase quality stability and added values, reduce scrapped products and possibility of recalls, and strengthen corporate competitiveness. This is ultimately why we arranged these courses,” said Liu.

### Summing up

The content-rich courses during the 4 days allowed the participants to acquire the essence of courses in the shortest time available. Besides passive input of knowledge, the participants were able to think and brainstorm through group discussion and Q&A session. In doing so, they can apply the knowledge to their own manufacturing procedures to comply with international standards. The participants gained more than what they learned.

Fastener World Magazine is very pleased to offer meeting/conference room rental for anyone/any company interested in giving related sessions, courses or activities. ■

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