



EPPO Training Workshop

on ISO Standard 17025 (2017) and PM 7/98 (4)

On-line event, 2020-12-14/15

Wrap up of activity 2: Staff & Competence

	Risks identified by Participants	Potential solutions identified by Participants
Ms Betula - General Director of the association 55 years old - Skilled Manager Permanent contract but about to leave the position	DG Leaving Lack of deputy threatening the continuity of activities. Partial process of selection tricky on who is making decision	Involve the most experienced members of the team to cover interim period if needed. Succession planning Independent board can make the selection. Public declaration of interests and objective analysis of this information.
Mr Rosa - Head of laboratory 42 years old PhD in bacteriology and 15 years of experience as technical manager (other lab) 2 years of experience as head of the lab. No experience in quality management. Fixed term appointment of 5 years (three years remaining)	Continuity not guaranteed in long term No deputy No experience in quality management	Have the Technical Manager 1 as deputy. Training for Quality Management. Evaluate new candidates in 2 years from now or extend contract.
Ms Castanea - Quality manager 30 years old Previous laboratory experience working in a quality management system 5 years in a veterinary accredited lab) Recently married, hopes to have children quickly. No experience in plant health Permanent contract	Maternity leave continuity No deputy No experience in plant health	Temporary contract (deputy) Consultancy company for Quality Management. Training

<p>Ms Sorbus - Technical manager 1 50 years old 25 years' experience in the laboratory (all methods) Husband working in the Potato association for the extension branch (advice to growers) Permanent contract</p>	<p>Potential conflict of interest</p>	<p>Salaries for both persons are independent from activities (volumes/test results) Individual commitment for confidentiality and impartiality Confidentiality of samples (anonymization of samples)</p>
<p>Mr Larix - Technical manager 2 28 years old PhD in Bacteriology first job (competent in molecular methods) One newly born child Seconded from the Growers union (NB Different employer from the lab)</p>	<p>Predictable and unpredictable absence Impartiality and independence</p>	<p>Deputy needed Commitment for confidentiality and impartiality. Information from the Union that salary is independent from the activity Anonymise samples</p>
<p>Mr Thuja - Technician 1 23 years old No previous work experience but trained in molecular biology Theoretical knowledge on molecular. Signed up to different training courses Fixed term appointment of 5 years (trial period)</p>	<p>Lack of practical experience leading to non-conforming work. May leave if find a permanent position</p>	<p>Training in the lab and confirmation of competence in the lab with supervision, controls... Ensure that other people can do the tasks covered and offer good working conditions (benefits)</p>
<p>Ms Ulex - Technician 2 39 years old 15 years of experience in the laboratory specialized in isolation No molecular experience Permanent contract</p>	<p>No risk as molecular covered by 3 other people. Limited backup for isolation</p>	<p>Could be trained in this. Or this could be backed up by others in the lab. Could be a deputy of Technical manager 2</p>
<p>Mr Tilia - Technician 3 62 years old Experience in all aspects of lab work including media preparation (except molecular)</p>	<p>Continuity of activities Retirement in 6 months</p>	<p>Recruitment Needs to share knowledge and skills with other technicians. Media preparation:</p>

<p>Retirement in 6 months Permanent contract</p>	<p>Loss of wide experience in lab organisation work. Loss of continuity of activities.</p>	<p>train others or competence of new recruited person or outsourcing of media preparation</p>
<p>Ms Quercus - Facilities Manager 35 years old Sole responsibility for facilities management and procurement. 7 year's experience. Recent conflict with the Head of Laboratory. Keen to progress in their career Permanent contract</p>	<p>Continuity of activities No back up/replacement Lack of control over the work itself (procurement and facilities management) As keen to move on – may leave Conflict with HOL</p>	<p>Train a backup Divide some of the responsibilities Could be a team Discuss possibilities of growth and development Mediation (could be integrated into meetings with managers on progression) Motivation to become more of a team player.</p>
<p>Mr Abies - Secretary 35 years old 10 years of experience. In charge of issuing of test reports Permanent contract 2 days a week for the lab and 3 for other branches of the association</p>	<p>Issuing invalid results? No timely reporting to customers No backup Impartiality or conflict of interest – works also for the other branches.</p>	<p>Laboratory information management system Report signed by the TM. Ensure deputy or another secretary for the other days Signed confidentiality commitment Anonymise the results</p>