

# FACILITATOR EVALUATION FORM

**Training:** Understanding ISO/IEC 17025      **Facilitator(s):** Ned Gravel  
**Location:** Health Canada, Ottawa - Hosted      **Date:** October 19 and 20, 2009

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
<b>Course Objectives:</b>	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?				2	16
Were they well defined?			2	5	11
Were they achieved?				12	6
<b>Course Content:</b>					
Was the material appropriate?			1	8	9
Complexity (1=too complex or too simple ← → Perfect=5)		1	5	9	3
Was the material clear to you?			6	9	3
Volume (1=too much or not enough ← → Perfect=5)			5	8	5
Did the handouts fit with this training - did they help?		1	2	7	8
<b>Facilitator Methods:</b>					
Did the facilitator allow sufficient discussion?			1	2	15
Did the facilitator encourage participation?				2	16
Did the facilitator help bring out new group ideas?				3	15
Did the facilitator help close out discussions?				7	11
Would you accept this facilitator again?			1	3	14
<b>Catering and Facility:</b>					
Was the seminar facility appropriate for the course?			4	3	11
Was the lunch and breaks service acceptable?	1		7	3	7

Comments	Response
The massive binder need an index (of words) or an extensive table of contents	This is a good idea. Will create an index at the front of the binder.
Update version of P07 please	Done. New version now included in the binder.
This could be a 3-day course.	Currently, over 80% of all feedback indicates that this course might be shorter than two days. Will change to a three-day course if more participants think this is necessary.

<b>Comments</b>	<b>Response</b>
Follow format with 17025 - bring in sequence.	Current sequence is important in understanding the actual requirements of the standard. When written, the standard followed the document architecture of ISO 9001:1994 - and it was later acknowledged that this was a flawed sequence. It is also important that participants understand that any laboratory quality system should be structured to work for the people in the laboratory - and not the other way round.
<ul style="list-style-type: none"> <li>• Need slides to be more structured.</li> <li>• Connection between overhead slides and binder note (textbook) was not clear.</li> </ul>	Slides paraphrase binder materials and do not repeat them. More emphasis will be placed on this relationship to future participants.
Numerous overhead slides were skipped, why?	When concepts have been grasped by participants, the slides that paraphrase the concept contained in the materials is sometimes skipped when time needs to be made up.
The uncertainty was a bit confusing; guess I need to take next course.	Uncertainty is a separate course. Its treatment on this course is only an overview.

### Other Comments

- Thank you?
- Facilitator was great!!
- Ned is a great instructor at bringing up questions to cause discussions.
- Excellent training and delivery. Far exceeded my expectations.