

	LOM 2.1 Quality Assurance System	
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	<i>Document Manager: John Bowen</i>	<i>Approved By: Jeffrey Nye</i>

2.1 Quality Assurance System

The Forensic Science Division of the Michigan Department of State Police strives to ensure the quality and reliability of its laboratory data. This is accomplished through use of the FSD Quality Manual, Laboratory Operations Manual, Technical Procedures Manuals, Training Manuals, Safety Manual, Laboratory Case Management System, Quality Assurance Team, and all members of the Forensic Science Division. Conformance to quality assurance requirements is mandatory.

The effectiveness of a sound Quality Assurance System begins with the analytical and support staff. Analytical staff is encouraged to share their experiences to assist in identifying, preventing, and/or correcting problems. Quality of casework is directly related to the care taken in both choosing an analytical scheme and in performing the examinations.

Support staff, such as Technicians and Clerical staff, is an integral part in supporting the day-to-day operation with analytical and managerial staff members in meeting Quality Assurance objectives.

Managerial staff, which includes Laboratory Directors, Technical Leaders (also described as Program Coordinators elsewhere), and Unit Supervisors, shall ensure continuing compliance with ISO/IEC 17025:2017 and ANAB AR 3125 accreditation criteria. Managerial staff shall encourage and ensure that analytical and support staff provide quality work, adhere to current procedures, and identify, prevent and/or correct problems.

2.1.1 Quality Assurance Team

The Quality Assurance Team is responsible for the following:

- Development and review of the Division QA program in maintaining continued compliance with ISO/IEC 17025:2017 and ANAB AR 3125 accreditation criteria.
- Monitor QA activities to determine conformance to policies, procedures and sound practices and make appropriate recommendations for correction and improvement as necessary.
- Seek out and evaluate new ideas and current developments in the fields of quality assurance and quality control, particularly as applied to the forensic sciences, and recommend means for their application wherever appropriate.
- Review technologies, methodologies, and equipment from a QA standpoint and provide recommendations to Division management.

2.1.2 Quality Assurance Team Members

2.1.2.1 Quality Assurance Manager

An Assistant Division Commander is the Quality Assurance Manager (QAM) and shall be responsible for the following:

- Chair the Forensic Science Division's Quality Assurance Team.
- Represent the Division on the Department's Quality Assurance Team.
- Maintain QA records and other pertinent QA information.
- Coordinate and/or conduct QA inquiries.

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- Coordinate with Technical Leaders in the establishment of protocols by which candidate technical procedures are to be evaluated for possible use through the Division.
- Oversee proficiency testing division-wide.
- Coordinate with Laboratory Directors to ensure division-wide compliance with International accreditation criteria.
- Review proposed revisions to the FSD Laboratory quality system to ensure that the integrity of the system is maintained when changes are implemented.
- Ensure that personnel are aware of the relevance and importance of their activities and how they relate to the objectives of the Quality Assurance System.

2.1.2.2 Laboratory Directors

Laboratory Directors shall be responsible for the following:

- Ensure compliance with International accreditation criteria within their respective laboratory.
- Monitor the overall QA effort of their laboratory.
- Conduct and/or coordinate evidence and laboratory audits on an annual basis.
- Ensure that laboratory staff is both properly trained and monitored in the performance of their duties.
- Provide adequate instrumentation, supplies, environment and opportunity for laboratory staff to perform casework.
- Distribute, monitor and report completed staff proficiency tests to proficiency test providers (for external tests), Technical Leader and the QAM.
- Oversee that established quality assurance requirements are met by analytical and support staff on a consistent day-to-day basis.
- Provide or direct the completion of peer and technical reviews of analytical reports generated at their respective laboratories.
- Interface with the QAM, Technical Leaders, supervisors and laboratory staff to facilitate technical audits, staff training and development, work flow and any other aspect of the Quality Assurance System in general.
- Ensure that personnel are aware of the relevance and importance of their activities and how they relate to the objectives of the Quality Assurance System.

2.1.2.3 Assistant Laboratory Directors

Assistant Laboratory Directors act in support of the laboratory directors responsibilities for the following:

- Ensure compliance with International accreditation criteria within their respective laboratory.
- Monitor the overall QA effort of their laboratory.
- Conduct and/or coordinate evidence and laboratory audits on an annual basis.
- Ensure the laboratory staff is both properly trained and monitored in the performance of their duties.
- Provide adequate instrumentation, supplies, environment and opportunity for laboratory staff to perform casework.
- Distribute, monitor and report completed staff proficiency tests to proficiency test providers (for external tests), Technical Leader and the QAM.
- Oversee that established quality assurance requirements are met by analytical reports generated at their respective laboratories.

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- Provide or direct the completion of peer and technical reviews of analytical reports generated at their respective laboratories.
- Interface with the QAM, Technical Leaders, supervisors and laboratory staff to facilitate technical audits, staff training and development, work flow and any other aspect of the Quality Assurance System in general.
- Ensure that personnel are aware of the relevance and importance of their activities and how they relate to the objectives of the Quality Assurance System.

2.1.2.4 Technical Leaders

Technical Leaders shall be responsible for the following:

- Monitor the overall QA effort of their respective discipline, provide advice concerning quality assurance, and keep respective Laboratory Directors and Unit Supervisors informed concerning QA matters.
- Serve as point of contact on technical issues within their discipline.
- Authorize deviations to technical procedures by ensuring they are justified and accepted by the customer.
- Conduct audits of their discipline, including an annual audit.
- Oversee the competency evaluation of new and retrained analytical staff.
- Administer and evaluate proficiency tests and results in their respective disciplines.
- Provide advice to the QAM concerning quality assurance.
- Conduct an annual unit meeting.
- Author communication regarding training to competency and the evaluation of staff reported proficiency test results (in comparison to the test provider data) to the QAM and Laboratory Directors, and keep respective Unit Supervisors informed concerning QA matters in general.
- Identify and facilitate opportunities for employee technical development.
- Ensure that personnel are aware of the relevance and importance of their activities and how they relate to the objectives of the Quality Assurance System.

2.1.3.5 Unit Supervisors

Unit Supervisors shall be responsible for the following:

- Ensure that unit staff is both properly trained and monitored in the performance of their duties.
- Provide and/or recommend adequate unit instrumentation, supplies, environment and opportunity for staff to perform casework.
- Monitor completion of proficiency tests within their unit and provide completed examinations to their Laboratory Director as required.
- Oversee that established quality assurance requirements are met by unit staff on a consistent day-to-day basis.
- Provide or direct the completion of peer and administrative reviews of analytical reports generated within their unit.
- Interface with their Technical Leader, unit staff and Laboratory Director to facilitate audits, staff training and development, work flow and any other aspect of the Quality Assurance System in general.
- Ensure that personnel are aware of the relevance and importance of their activities and how they relate to the objectives of the Quality Assurance System.

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2.1.3.6 Analytical and Support Staff

Laboratory staff are an integral part of the quality system and shall be responsible for the following:

- Compliance with established policies and procedures in the completion of casework, proficiency tests, training and other duties.
- Recognize and suggest improvements to the Quality Assurance System or service delivery (see LOM - 2.2 Preventive Action or FS-22).

2.1.3.7 Health and Safety Officer

The Health and Safety Officer shall be responsible for the following:

- Conduct annual audits at each laboratory
- Provide training to FSD personnel in accordance with the Health and Safety Manual
- Review and update policies when required