



**Quality Division Use Only**

<b>Quality Tracking #:</b>	<input type="text" value="2017-IA-06"/>	<b>Date Quality Division Notified:</b>	<input type="text" value="4/10/2017"/>
<b>Non-Conformance Level:</b>	<input type="text" value="Class I"/>	<b>Date Submitted to Management for Review:</b>	<input type="text" value="6/22/2017"/>
<b>Date Submitted to Quality for Review:</b>	<input type="text" value="7/5/2017"/>	<b>Dated Closed:</b>	<input type="text" value="7/5/2017"/>

<b>Date of Discovery:</b>	<input type="text" value="3/28/2017"/>	<b>Division:</b>	<input type="text" value="Crime Scene/Digital and Multimedia Division"/>
<b>Date of Incident:</b>	<input type="text" value="3/9/2017"/>	<b>Section:</b>	<input type="text" value="Forensic Multimedia Unit"/>

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2017-04515	027962317

**Description of Discrepancy/Non-conformance. Do not include analysts' names unless otherwise instructed by the Section Manager or Division Director(s):**

While at a crime scene, an analyst used an unapproved method to recover video for case 2017-04515. The method used does not comply with the DVR Extraction, Scene Response, or Administrative Quality SOPs. Therefore, documented approval was needed before using an alternate method. There is no documentation of approval in the case record. This violation is related to the ISO/IEC 17025 5.4.1 requirement which states, "The laboratory shall use appropriate methods and procedures for all tests within its scope." The method used to capture the video was not an approved scientific method and a deviation was needed to show the method was approved and technically justified as specified in the same clause of ISO/IEC 17025 which states, "Deviation from test methods shall occur only if the deviation has been documented, technically justified, authorized, and accepted by the customer." The analyst used a mobile phone to make a copy of the requested video footage. Although the method used to capture the video was not an approved method, the captured video was a true and accurate representation of the original video footage. The investigator reviewed the video footage that was captured on the mobile phone and confirmed that it was a true and accurate copy of what he requested. The analyst brought the mobile phone back to the FMU and downloaded the video file. The analyst then applied a stabilization filter to the video footage, to compensate for any motion that may have occurred during the recording process.



**Actions Taken:**

The FMU was required to attend a Quality Boot Camp Training covering ISO/IEC 17025, HFSC Quality Manual, and sectional SOP requirements. The training reiterated that all deviations must be approved in writing by appropriate management and written documentation must be included in the case record. In addition, the Administrative/Quality and Scene Response SOPs were revised to better communicate this requirement. Additionally, the Quality Division reminded all HFSC staff that approvals of deviations must be documented and records of approvals must be retained.

**Summary of Root Cause Analysis:**

The section supervisor and the reporting analyst acknowledged that HFSC policy requires deviations to be documented and approved. However, neither understood that the approval itself must be documented. The Supervisor and the reporting analyst did not understand Quality Manual requirement 5.4.1: Deviations from standard test methods are documented in the case record and are approved by the section manager or his/her designee. The Supervisor and reporting analyst understood that an approval was required but did not understand that the approval itself must be documented. Because they did not understand this, they also violated Audio Video Quality\_Administrative SOP clause 1.8.6 which states, "If a case requires deviations from normal operating procedures, approval by the section supervisor is needed. The deviation must be documented in the case record." Since the root cause of this nonconformance is an individual employee performance-related issue, the Quality Division has referred this finding to the Human Resources Division in accordance with HFSC policy.

**Additional Information/Follow-Up:**

Although there have been no other reported instances of misinterpreting this clause of the HFSC Quality Manual, additional language may be added to specifically state that deviations must be approved and that approval must be documented in the case record. Clarification was shared company-wide through the HFSC Talk to Us forum. This nonconformance was discovered during the 2017 Forensic Multimedia Unit Internal Audit.

**Section Manager:** Ryan Johnson

**Date:** 7/5/2017

**Division Director:** Jerry Pena

**Date:** 7/5/2017

**Quality Director:** Lori Wilson

**Date:** 7/5/2017