



Quality Division Use Only

Quality Tracking #:	<input type="text" value="2017-IA-10"/>	Date Quality Division Notified:	<input type="text" value="4/11/2017"/>
Non-Conformance Level:	<input type="text" value="Class II"/>	Date Submitted to Management for Review:	<input type="text" value="6/22/2017"/>
Date Submitted to Quality for Review:	<input type="text" value="7/21/2017"/>	Dated Closed:	<input type="text" value="7/24/2017"/>

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

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
N/A	N/A

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

During the 2017 FMU Internal Audit, it was discovered through analyst interviews that an analyst recorded case notes after analyses were completed rather than recording case notes at the time the observations were made. Specifically, the analyst stated notes were created from screenshots.

Actions Taken:

The Administrative/Quality, DVR Extraction, and Scene Response SOPs were revised to clarify and reiterate documentation requirements mandated by the HFSC Quality Manual, Section SOPs and ISO/IEC 17025. The Quality Division also conducted a Quality Boot Camp to reinforce the necessity for proper documentation and a critical technical review process. The unit also discussed that analysts must generate notes at the time of analysis and that they are not permitted to record notes from memory. It was also communicated to the unit that all forms of documentation will be uploaded to LIMS.



Summary of Root Cause Analysis:

The analyst did not understand the requirement of documenting observations during analysis. When interviewed, the analyst stated he generated screenshots and used them to complete his notes at a later time. The analyst did not realize that completing case notes from memory did not meet the spirit of the requirement to document observations at the time they are made. Other analysts documented notes and observations in accordance with the SOP. The revised SOPs and training documented in the Immediate Actions Taken section of this corrective action report should prevent a recurrence.

Additional Information/Follow-Up:

This nonconformance was discovered during the 2017 Forensic Multimedia Unit Internal Audit.

Section Manager: Ryan Johnson

Date: 7/17/2017

Division Director: Jerry Pena

Date: 7/24/2017

Quality Director: Lori Wilson

Date: 7/24/2017