



Quality Division Use Only

Quality Tracking #:	<input type="text" value="2017-IA-14"/>	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="6/23/2017"/>
Date Submitted to Quality for Review:	<input type="text" value="8/4/2017"/>	Dated Closed:	<input type="text" value="8/4/2017"/>

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="10/3/2016"/>	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 Audio Video Internal Audit, it was discovered that although the section performs technical reviews on all casework and have procedures to do so, the technical review is not always effective. Multiple nonconformances discovered during the internal audit should have been discovered during the technical review process. See the following Incident or Corrective Action Reports for more information: 2017-IA-06, 2017-IA-08, 2017-IA-09, 2017-IA-11, and 2017-IA-15.

Actions Taken:

All FMU analysts are now trained and authorized to participate in the technical review process. To ensure a thorough and effective review, checklists for Technical Review and Administrative Review have been re-implemented. In addition, the Administrative/Quality, DVR Extraction and Scene Response SOPs have been revised to clarify and reiterate documentation standards as required by the HFSC Quality Manual, sectional SOPs and ISO/IEC 17025. The ISO/IEC 17025 and Quality Manual requirements that were most commonly violated by the Forensic Multimedia Unit were covered in detail in a Quality Boot Camp provided by the Quality Division. In addition, the multiple members of



the Forensic Multimedia Unit attended an external training class provided by ANAB on ISO/IEC 17025 and ISO 17020.

Summary of Root Cause Analysis:

Most of the technical reviews were completed by the section supervisor. The supervisor stated that emphasis on reducing the FMU backlog made her and the unit feel rushed and pressured through the technical review process. However, technical review requirements are included in the Quality Manual and/or sectional SOPs. Staff members documented a review and understanding of these policies and procedures. Since the root cause of this nonconformance appears to be related to employee performance, the Quality Division has referred this finding to Human Resources in accordance with HFSC policy.

Additional Information/Follow-Up:

This nonconformance was discovered during the 2017 Forensic Multimedia Unit internal audit. As of the date this nonconformance was closed, the FMU does not have a case backlog.

Section Manager: Ryan Johnson

Date: 7/31/2017

Division Director: Jerry Pena

Date: 8/4/2017

Quality Director: Lori Wilson

Date: 8/4/2017