



**Quality Division Use Only**

Quality Tracking #:	<input type="text" value="2018-018"/>	Classification:	<input type="text" value="Corrective Action"/>
Non-Conformance Level:	<input type="text" value="Class I"/>	Section:	<input type="text" value="Biology/DNA"/>
Date of Discovery:	<input type="text" value="03/05/18"/>	Date of Incident:	<input type="text" value="03/05/18"/>

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

**Description of Non-conformance:**

Real-time technical reviews were implemented in January 2017 for all of the procedures performed by the Forensic Biology technicians. Since January 2017, any technicians that were newly authorized to perform a procedure were simultaneously authorized to perform a technical review of that same procedure. However, this practice of simultaneous authorization was a violation of section 5.9.4.2 of the Quality Manual which requires staff to gain casework experience prior to being able to conduct technical reviews.

**Actions Taken:**

The real-time review that is performed by the technicians is now more appropriately documented as a verification (as opposed to a technical review).



**Summary of Root Cause Analysis:**

**Note: Incidents are documented for tracking purposes and trend analysis. Root Cause Analysis is not required for incidents.**

Prior to January 2017, technical reviews were completed by report writers at the completion of all testing. The introduction of the real-time technical reviews being performed by the technicians allowed for samples requiring rework to be identified and reworked in a more timely fashion as well as ensuring that each procedure had complete and appropriate documentation. However, once the laboratory became aware that this practice was in violation of the Quality Manual, it lent itself to an evaluation of the practice overall. In speaking to staff, it was determined that having a real-time review process in place helped the technicians identify administrative errors more readily. Therefore, a real-time review will still be performed by the technicians but this review will be documented as a verification. All technical aspects of the real-time review have been re-incorporated into the technical review being done by the staff report writers. Additionally, staff report writers are not authorized to perform technical reviews until they have gained casework experience and completed a set number of supervised technical reviews.

**Additional Information/Follow-Up:**

Each staff report writer who was not previously deemed competent to perform the PrepFiler extraction on the Hamilton STARlet has successfully completed a written examination in which they demonstrated their mastery of the concept.

**Section Manager:** Courtney Head

**Date:** 06/18/18

**Division Director:** Amy Castillo

**Date:** 06/25/18

**Incidents or Corrective Actions that involve the Biology/DNA section are reviewed by the Technical Leader and CODIS Administrator.**

**Technical Leader:** Robin Guidry

**Date:** 6/25/18

**CODIS Administrator:** Jennifer Clay

**Date:** 06/18/18

**Quality Director:** Lori Wilson

**Date Closed:** 06/25/18