



Quality Division Use Only

Quality Tracking #:	<input type="text" value="2018-049"/>	Classification:	<input type="text" value="Incident"/>
Non-Conformance Level:	<input type="text" value="N/A"/>	Section:	<input type="text" value="Firearms"/>
Date of Discovery:	<input type="text" value="07/01/18"/>	Date of Incident:	<input type="text" value="06/30/18"/>

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

Description of Non-conformance:
The log-in balance monthly performance check was not completed for the month of June 2018 as required by the Firearms sectional SOP.

Actions Taken:
On July 1, the Firearms Section Manager received an automated email from Qualtrax regarding the Log-in Balance Performance Check workflow which showed the balance performance check was not performed during the month of June. The staff member who is assigned this task performed the check as soon as he arrived to work on July 2. The Firearms Section Manager emailed him and asked him to set up additional calendar reminders to ensure the task is completed. The staff member also set additional reminder notifications on his work calendar, personal cell phone, and his personal calendar. The delivery of the automated Qualtrax report was changed from the 1st of the month to the 15th of every month and will be sent to the Firearms Section Manager and the staff member. Changing the date will allow more time for the task to be completed if it has not already been done.

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



N/A

Additional Information/Follow-Up:

The balance performance check was missed in March 2017. However, the person who was assigned the task at that time is no longer employed by HFSC. Please refer to incident report 2017-027 for more information. Since then, a new staff member has been assigned to complete this task. The Section Manager confirmed with the staff member that a calendar reminder was set, but only one was set for the first of the month. The Section Manager recommended that more reminders be set. The Firearms balance is used to measure the weight of bullet items, which is not considered a critical measurement. The balance performance check was successfully completed on May 21 and on July 2. Therefore, no results or interpretations from analytical work conducted during the month of June are in question.

Section Manager: Donna Eudaley

Date: 07/09/18

Division Director: Amy Castillo

Date: 07/10/18

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

Technical Leader: N/A

Date: _____

CODIS Administrator: N/A

Date: _____

Quality Director: Lori Wilson

Date Closed: 07/10/18