



Quality Division Use Only

Quality Tracking #:	<input type="text" value="2018-072"/>	Classification:	<input type="text" value="Corrective Action"/>
Non-Conformance Level:	<input type="text" value="Class II"/>	Section:	<input type="text" value="Client Services & Case Management"/>
Date of Discovery:	<input type="text" value="08/13/18"/>	Date of Incident:	<input type="text" value="08/13/18"/>

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2018-11554 Items 1, 2 2018-11557 Items 1, 3 2018-11532 Item 1 2018-11559 Item 2 2018-11531 Item 1 2018-11558 Item 1 2018-11529 Item 1 2018-11536 Item 1 2018-11550 Item 1 2018-11530 Item 1	002934518 Items 1, 2 097069618 Items 1, 3 070210218 Item 1 098401018 Item 2 099837618 Item 1 101320718 Item 1 101151518 Item 1 101148418 Item 1 101245518 Item 1 099857918 Item 1

Description of Non-conformance:
On 8/13/2018 a Client Services & Case Management Specialist was transporting Latent Print and Digital evidence from the Houston Police Department Property Room to the HFSC laboratory. While exiting the transport vehicle in the loading dock of the Fannin location, the transfer container, a plastic bag, ripped open from the bottom and the evidence fell out of the bag onto the wet ground. The water from the ground transferred onto some of the evidence packages.

Actions Taken:
The Client Services & Case Management (CS/CM) Specialist immediately notified the Lead Specialist who was with her at the time. The Lead Specialist and the CS/CM Specialist then transported the evidence to the appropriate sections. While in each section, photos were taken of the front and back of each individual evidence item and were uploaded to the case record. A comment was made in the chain of custody to explain the series of events. The Supervisors of each section and the CS/CM Manager were informed. CS/CM is now transporting evidence in a more durable, hard plastic container with a lid to prevent this from recurring.



Summary of Root Cause Analysis:

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

This nonconformance occurred because the plastic bag used for transport purposes had been used several times before this occurrence. A more durable container should have been used to transport the evidence.

Additional Information/Follow-Up:

By 9/13/2018 all cases involved had been analyzed. The analysts on each of the cases were able to confirm with confidence that there was no water damage to any of the evidence items. Therefore this nonconformance had no impact to the technical results in any of these cases.

Section Manager: Ashley Henry

Date: 09/19/18

Division Director: Amy Castillo

Date: 09/20/18

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

Technical Leader: N/A

Date: N/A

CODIS Administrator: N/A

Date: N/A

Quality Director: Lori Wilson

Date Closed: 09/21/18