



**Quality Division Use Only**

Quality Tracking #:	<input type="text" value="2018-080"/>	Classification:	<input type="text" value="Incident"/>
Non-Conformance Level:	<input type="text" value="N/A"/>	Section:	<input type="text" value="Crime Scene"/>
Date of Discovery:	<input type="text" value="09/09/18"/>	Date of Incident:	<input type="text" value="06/14/18"/>

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2018-08858 2018-11155 2018-10738	075571618 096701818 092997318

**Description of Non-conformance:**  
This nonconformance involves four instances in which outdated forms were used by crime scene investigators (CSIs) to record information while processing crime scenes. This is a violation of clause 4.3.2.2. of the HFSC Quality Manual.

**Actions Taken:**  
A note was added to each outdated form documenting that it was not the current version. Printed forms for use at scenes are available in several locations, including vehicles, cubbyholes, and personal supplies. Section management provided document control training to staff which outlined staff responsibility for printing all forms for personal use directly from Qualtrax. Management also assigned teams of CSIs who are responsible for weekly checks of vehicles and cubbyholes to ensure that any outdated forms are removed and only current forms are available for use. All forms used by CSU for case record documentation were re-issued on 10/1/2018. Having a single issue date for all forms will make it easier for CSIs and supervisors performing reviews to be able to recognize outdated forms. Training was provided to staff regarding the new forms. Testing on document control and new forms was conducted through Qualtrax and completed by all CSIs.

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



The root cause of this nonconformance is the number of forms utilized by CSU with different issue dates. Although all approved forms are housed in Qualtrax, CSIs did not always go to Qualtrax for the most current forms. The forms stored in vehicles, cubbyholes and personal supplies were not always refreshed when new forms were issued. The cause is also attributable to inadequate training regarding HFSC's document control procedures.

**Additional Information/Follow-Up:**

Three case records were found in which a total of four outdated forms were used while processing crime scenes. The first case record involved the use of two outdated forms, a Photography Cover Page and a Field Notes form. The Photography Cover Page was issued on 2/14/2018 and retired on 3/1/2018. The form was retired because it was a duplicate of another cover sheet. The duplicate forms contained the same information. The current Field Notes form contains fewer check boxes than the previous version. No information was lost due to the use of the outdated form. The second case record also involved the use of an outdated Field Notes form. This is the same outdated version used above. In both these instances the use of outdated forms was discovered during the review process. The third case record involved the use of an outdated cover sheet and was discovered during an audit of CSU case records by a Quality Specialist. A cover page with an issue date of 3/19/2018 was re-issued on 4/11/2018. Use of outdated forms did not have a technical impact on any of the case records.

Section Manager: Domingo Villarreal \_\_\_\_\_

Date: 10/10/18 \_\_\_\_\_

Division Director: Jerry Pena \_\_\_\_\_

Date: 10/12/18 \_\_\_\_\_

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: 10/12/18 \_\_\_\_\_