### Description of Non-conformance:

A Crime Scene Investigator (CSI) did not label bullet defects on the interior of a vehicle door while processing a vehicle at the Vehicle Examination Building (VEB) on September 11, 2019.

### Additional Information/Follow-Up:

The Crime Scene Unit (CSU) SOP was revised on September 6, 2019. The revision included new language stating, "The entry/exit path of thin items (i.e. blinds, paper, etc.) need not be labeled on both sides. Only the entry side needs to have a letter marker". Prior to this nonconformance, the CSI had received training on the revised SOP. She misunderstood the SOP and thought that the vehicle door would qualify as a "thin" item. The CSI photographed both the exterior and interior bullet defects, but only labeled the entry side bullet defects located on the exterior of the door. This nonconformance occurred on September 11, 2019, but was not discovered until October 18, 2019 (when the case file was reviewed by a CSU supervisor). Once vehicle processing is complete, vehicles are typically released within forty-eight hours; therefore the vehicle was no longer available for processing when this nonconformance was discovered. Although the bullet defects on the interior of the vehicle door were not labeled as per policy, they are documented in the scene photographs. The lack of labels does not present a risk to the crime scene investigation.
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

Actions Taken:
The CSI's supervisor discussed the new SOP language with the CSI. The supervisor provided the CSI with more information about what constitutes a "thin" item and advised that a vehicle door is too thick to fall into that category. The supervisor is confident that CSI now understands the language and requirements of the revised SOP.

Section Manager: Domingo Villarreal
Division Director: Jerry Pena
Technical Leader: N/A
CODIS Administrator: N/A
Quality Director: Erika Ziemak

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

Date: 12/09/19
Date: 12/12/19
Date: N/A
Date: N/A
Date Closed: 12/13/19