



**Quality Division Use Only**

Quality Tracking #:	2021-IA-03	Classification:	Incident
Non-Conformance Level:	N/A	Section:	Biology/DNA
Date of Discovery:	05/28/21	Date of Incident:	05/28/21

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

**Description of Non-conformance:**

One contract worker did not complete the required number of continuing education hours within the 2020 calendar year.

**Additional Information/Follow-Up:**

The forensic biology section has a detailed spreadsheet for documenting continuing education. In addition, the analysts are required to upload continuing education certificates to Qualtrax and complete a Qualtrax workflow. Although this system has proven to be effective for regular full-time analysts, continuing education records for one contract analyst could not be provided during the internal audit. Due to the nature of contract employment, work is not performed on a regular basis by some contractors and there was no established mechanism by which contract workers' continuing education requirements were monitored regularly.



**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:**

To ensure compliance with the FBI Quality Assurance Standards clause 16.1.1.1, the responsibility of tracking continuing education has been delegated to assistant technical leader. She locates potential continuing education opportunities and ensures each analyst and contract worker has the appropriate amount of hours each year.

Section Manager: Courtney Head

Date: 12/29/21

Division Director: Amy Castillo

Date: 12/29/21

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

Technical Leader: Cheron Maxwell

Date: 11/23/2021

CODIS Administrator: Jennifer Clay

Date: 12/17/2021

Quality Director: Erika Ziemak

Date Closed: 12/30/21