



**Quality Division Use Only**

Quality Tracking #:	<input type="text" value="2022-IA-06"/>	Classification:	<input type="text" value="Incident"/>
Non-Conformance Level:	<input type="text" value="N/A"/>	Section:	<input type="text" value="Multimedia"/>
Date of Discovery:	<input type="text" value="04/01/22"/>	Date of Incident:	<input type="text" value="04/01/22"/>

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

**Description of Non-conformance:**  
During the 2022 Multimedia internal audit it was observed that the Multimedia section had not defined the criteria to determine when the performance checks passed or failed.

**Additional Information/Follow-Up:**  
The Multimedia section documented the performance checks completed annually in the DME Performance Checks spreadsheet. Since May 2022, the section started documenting the performance checks in the DME Performance Checks workflow in Qualtrax instead of the spreadsheet.



**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 Validation and Performance Verification SOP was reviewed to include the criteria to determine when performance checks pass or fail under section 1.8. This SOP was published on December 9, 2022.

There is not a concern with previous performance checks conducted by the Multimedia section. The process of passing or failing a performance check was explained verbally during the internal audit, however it was not documented.

Section Manager: Rachel Lang

Date: 01/09/23

Division Director: Amy Castillo

Date: 01/10/23

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: Erika Ziemak

Date Closed: 01/10/23