



Quality Division Use Only

Quality Tracking #:	2023-050	Classification:	Incident
Risk Level:	Low	Section:	Toxicology
Date of Discovery:	12/08/23	Date of Incident:	12/30/22

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

Description of Non-conformance:

The Toxicology section did not complete review refresher training in 2022 for each instrument type as required in the Toxicology Training Manual.

Additional Information/Follow-Up:

HFSC added language to the Quality Manual effective 1/1/2021 requiring sections to provide annual refresher training for forensic practitioners who perform technical reviews. However, the Quality Division received feedback from the management team who felt that while the training was beneficial, it was not an appropriate requirement for the Quality Manual.

The requirement had been added in response to a Lean Six Sigma Development Group (LSSDG) project that focused on improving the review process. While the Quality Division supports improvements and agrees in principle that sections would benefit from review refresher training, they agreed to remove the requirement from the Quality Manual. The Quality Division issued a deviation memo on 9/9/2022 and formally removed the requirement from the Quality Manual revision issued on 9/25/2023.

The Toxicology section had added a requirement in their Training Manual v3.5 on 03/24/2021 in response to the Quality Manual requirement. Although the requirement was removed from the Quality Manual, it was inadvertently not removed from the Toxicology Training Manual. The Training Manual requires all qualified reviewers to participate in annual review refresher training covering each operation group. In 2022, alcohol refresher training was provided on 08/24/2022 and GC/LC combined confirmation refresher training was provided on 07/27/2022. However, no refresher training was provided for EIA/GC screening.

HFSC performed two post-mortem review audits in 2022 and one post-mortem review audit in 2023 to help evaluate the effectiveness of the review process. The post-mortem defect rates for the Toxicology section in 2022 and 2023 were less than 10%, and the defects identified were low-impact administrative defects that did not present a risk to the technical records.



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:

Toxicology section scheduled ALC/EIA refresher training on 12/18/2023 and GC/LC refresher training on 12/19/2023. This review refresher training will be optional in the next Training Manual v4.0 (section 20).

Section Manager: Dayong Lee

Date: 02/26/24

Division Director: Amy Castillo

Date: 02/28/24

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: Jackeline Moral

Date Closed: 03/07/24