



Quality Division Use Only

Quality Tracking #: 2023-004 (2024)

Section: Crime Scene

Follow up Date: 07/27/23

Follow up Description:

This follow up is to ensure that the Quality Manual was updated with new language regarding testimony monitoring and that they CSU section is continuing the quarterly review of testimony provided by CSU.

Has the solution been effective? Yes

Please explain below:

In July 2023, the CSU Technical Lead (TL) sent an email to all CSU staff reminding them to submit any testimony for the second quarter whether they had already been monitored or not for the year and documenting the staff she already had Qualtrax workflows for in the year. This notification identified one testimony that the TL did not have recorded as occurring, but a Qualtrax workflow had been initiated. The CSI initiated a workflow appropriately but did not include the TL as a "supervisor" in the appropriate field of the workflow and thus the TL did not know about the testimony being provided. The TL reminded the CSU staff to include her on workflows. All testimony has been accounted for at this point in the year. The TL email event will continue to occur quarterly in order to continue to identify instances such as this one. In September 2023, Clause 7.7.1L(4) in the Quality Manual was updated to account for testimony that occurs at the end of the calendar year and cannot be monitored, but transcripts are requested. As of June 2024, the CSU TL has continued to send quarterly emails to the section. The CSU TL also continues to maintain a spreadsheet documenting testimony that has occurred, if it was monitored, and when transcripts have been requested for non-monitored testimony. The spreadsheet is color coded to identify the step each testimony event is in the process and to corroborate the data entered into Qualtrax. The unit was in compliance with the Quality Manual requirements for 2023 and continues to be in compliance for the first 6 months of 2024.

Additional follow up needed? No

Timeframe: Started monitoring in July 2023 and concluded monitoring June 2024.

Technical Leader: Nicole Teele

Date: 06/27/2024

Section Manager: Carina Haynes

Date: 06/28/24

Division Director: Carina Haynes

Date: 06/28/24



Quality Director: Jackeline Moral

Date: 06/28/24