

TENNESSEE BUREAU OF INVESTIGATION

Forensic Services Division



Quality Assurance Manual Scope

1.0 Scope of Quality Assurance Manual

This Quality Assurance Manual contains or references the policies, practices and procedures of the Tennessee Bureau of Investigation-Forensic Services Division quality system that ensure technical competence and valid forensic examination/calibration results. The TBI-Forensic Services Division Quality Assurance Manual (QAM), the Tennessee Bureau of Investigation Policy and Procedures Manual (TBI PPM) and each Unit's Standard Operating Procedures (SOP) facilitate meeting accreditation requirements set forth by our accrediting body.

ANSI National Accreditation Board (ANAB) is an accrediting body for testing and calibration laboratories, including forensic service laboratories. ANAB requirements are based on the International Organization for Standardization/International Electrotechnical Commission (ISO/IEC) 17025 General Requirements for the Competence of Testing and Calibration Laboratories (ISO/IEC 17025) and the American National Standards Institute. The combined requirements of ISO 17025 and ANAB are hereafter referred to as ANAB. The QAM facilitates internal and external audits of the quality system to evaluate the TBI-Forensic Services Division's conformance with ANAB.

In the Quality Assurance Manual and in Unit SOPs, the following verbal forms are used:

- “shall” indicates a requirement;
- “must” indicates a requirement;
- “will” indicates a requirement;
- “should” indicates a recommendation;
- “may” indicates a permission;
- “can” indicates a possibility or a capability.

1.1 Vision Statement

The Tennessee Bureau of Investigation-Forensic Services Division Crime Laboratories will be in the forefront in the delivery of scientifically accurate, reliable and thorough forensic testing and calibration services to law enforcement. This is accomplished through:

- Utilization of a detailed quality assurance program developed to meet the highest standards for quality forensic testing and calibration services;

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- Endeavoring to complete cases as soon as possible within the boundaries of its resources and quality system;
- Innovative uses of technology to facilitate investigations;
- Monitoring by management system to ensure laboratory activities continue to meet the needs of its customers;
- A work environment which encourages open communication, initiative, creativity and personal growth and achievement of laboratory personnel.

1.2 Forensic Services Division Objectives:

- (1) To provide our customers with quality forensic services by:
 - Maintaining accreditation status and remaining in good standing with our Accreditation Body;
 - Ensuring Forensic personnel are properly trained and competent to perform their duties;
 - Ensuring analytical results are obtained using acceptable instrumentation and analytical procedures, properly demonstrated as fit for use;
 - Ensuring laboratory conditions are properly maintained and meet requirements for security and personnel safety.
- (2) To provide the citizens of Tennessee with unbiased and impartial forensic services. All TBI Forensic Services Division personnel will receive training and guidance on Professional Standards and the expectations of conducting themselves in an ethical manner.
- (3) To provide consistent operation of TBI Forensics facilities and access to forensic services to the Law Enforcement Community we serve. Issues arising to limit operation and access will be dealt with in a timely manner to minimize the impact to our customers.

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1.3 Capabilities

The following table is a list of services provided by the TBI-Forensic Services Division:

Discipline	Categories of Testing
Forensic Chemistry	Drug Identification
Toxicology	Human Performance Forensic Toxicology Post Mortem Forensic Toxicology Blood Alcohol / Alcoholic Beverage Analysis
Forensic Biology	Body Fluid Identification DNA Nuclear (STR/Y-STR)
CODIS	CODIS Database
Microanalysis-Fire Debris	Fire Debris
Microanalysis-Gunshot Residue	Gunshot Residue
Microanalysis-Impression	Impression Evidence Physical Analysis/ Comparison Analysis
Microanalysis-Materials	Paint Fibers and textiles Glass Chemical Analysis
Firearm/Toolmark	Firearm Toolmark Serial Number Restoration Distance Determination NIBIN Database
Latent Prints	Latent Print Processing/ Friction Ridge Comparison AFIS Database
Crime Scene	Crime Scene Processing
Breath Alcohol	Calibration and Certification Operator Training

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1.4 Service Areas

1.4.1 The State of Tennessee is divided into three grand divisions, which are served by the three regional laboratories of the Forensic Services Division (East-Knoxville, Middle-Nashville, and West-Jackson).

1.4.2 On occasion it may be necessary to transfer evidence between laboratories for analysis due to differences in capabilities. Below is a list of the three laboratories and the services offered:

- Forensic Chemistry (Knoxville, Nashville, Jackson)
- Firearm/Toolmark (Nashville, Jackson)
- Toxicology (Knoxville, Nashville, Jackson)
- Latent Prints (Nashville)
- Microanalysis (Nashville)
- Forensic Biology (Knoxville, Nashville, Jackson)
- CODIS (Knoxville, Nashville, Jackson)
- Breath Alcohol (Knoxville, Nashville, Jackson)
- Crime Scene (Knoxville, Nashville, Jackson)