

TENNESSEE BUREAU OF INVESTIGATION

Forensic Services Division



Quality Assurance Manual Structural Requirements

5 Structural Requirements

5.1 The Tennessee Bureau of Investigation (TBI) is the primary independent criminal investigative agency for the State of Tennessee. It has the authority and responsibility to investigate criminal matters at the request of District Attorney Generals and law enforcement agencies.

The TBI is a field-oriented organization with Headquarters (TBI-HQ) located in Nashville, Tennessee. The executive managers within TBI-HQ provide program direction and support services to field offices. The TBI Forensic Services Division (TBI-FSD) has laboratories in Nashville, Knoxville, and Jackson.

5.2 TBI-FSD operates as one laboratory system with a facility in each of the three Grand Regions of Tennessee. Management positions and responsibilities are as follows (Job Descriptions are available in the TBI Human Resources office):

- Assistant Director of Forensic Services Division (AD-FSD) reports directly to the TBI Deputy Director. Manages operations for the laboratory system. Has been authorized by the Director of TBI to make and enforce decisions affecting the TBI-FSD.
- Crime Laboratory Regional Administrators (CLRA) report directly to the AD-FSD. Manages operations for the regional laboratory to which they are assigned. Has been authorized by the AD-FSD to make and enforce decisions affecting the regional laboratory they supervise.
- Quality Assurance Manager (QAM) reports directly to the AD-FSD. Manages the effectiveness of the laboratory's quality system. Monitors all aspects of the quality system. Has been authorized by the AD-FSD to make and enforce decisions affecting the quality system.
- Forensic IT Manager (F-ITM) reports directly to the AD-FSD. Manages the LIMS
- Special Agent/Forensic Scientist Section Managers report directly to their CLRA. Manages the activities of the section(s) they oversee.
- Special Agent/Forensic Scientist Unit Supervisors report directly to their Section Managers. May also serve as statewide technical leader for their discipline.
- DNA Technical Leader (DNA-TL) reports directly to the DNA Section Manager. Manages the technical activities of the Forensic Biology and CODIS units within the laboratory system. Makes and enforces decisions affecting the technical activities of the Forensic Biology/CODIS units.
- Crime Scene Technical Leader (CS-TL) report directly to their Section Manager. Coordinates the activities of the Crime Scene Processing unit (VCRT) within the laboratory system. Makes and enforces decisions affecting the activities of the Crime Scene Processing unit

5.3 Each Regional Laboratory operates within the limits of its Scope of Accreditation for testing and calibration activities. If changes to the Scope are necessary, proper steps with ANAB for Scope modifications will be followed.

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5.4 The TBI Crime Laboratory provides forensic services to address an agency's request for the examination of evidence or calibration services. These testing and calibration activities are conducted in accordance with the international standards set forth by ISO 17025:2017 and the supplemental standards of ANAB AR3125 as well as requirements set by the FBI DNA Quality Assurance Standards, state law and TBI policy. The aforementioned standards and policies also govern activities by laboratory personnel while conducting testing/calibration services at locations away from the laboratory (i.e. crime scenes, calibration sites).

5.4.1 When reference is made to accreditation in any communication by use of the accreditation symbol, business name or business acronym, the laboratory shall ensure the requirements set forth in ANAB PR1018 are followed.

5.4.2 TN Codes Annotated (TCA) governing the activities of the TBI-FSD are available upon request to the TBI-Professional Services Division. Policies and procedures are available through open access via the internet (TBI.gov).

5.4.3 ANAB will be notified within 30 days if Root Cause Analysis/Risk Assessment determines an event or nonconformity has occurred which could limit TBI-FSD's ability to provide reliable forensic services to its customers.

5.5 The TBI-FSD:

- Conducts activities independent of the other Divisions within the TBI. The TBI Organization Chart clearly outlines the separation of the TBI Divisions. The Organization Chart demonstrates each TBI-FSD employee's accountability to only one immediate supervisor per function;
- Is led by key management including the Assistant Director of Forensic Services, the Crime Laboratory Regional Administrators, the Quality Assurance Manager, Section Managers, Unit Supervisors and Technical Leaders;
- Management ensures all Laboratory personnel are aware of the relevance and importance of their activities and how they relate to the objectives of laboratory activities. All personnel are appropriately authorized;
- Develops and maintains policies and procedures to ensure the consistent application of laboratory activities and the validity of results.

5.6 TBI-FSD personnel:

- Have the authority and resources needed to carry out their duties including the implementation, maintenance, and improvement of laboratory activities;
- Will identify departures from the quality system and initiate actions to prevent or minimize any conditions adversely affecting laboratory activities;
- Are encouraged by management to offer suggestions to help improve the quality system of the laboratory and ensure the effectiveness of laboratory activities.

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5.7 TBI-FSD management will:

- Communicate with TBI-FSD personnel by e-mail, meetings, or other means concerning the effectiveness of the quality system;
- Advise TBI-FSD personnel of the importance of addressing agency requests and complying with any relevant statutory and regulatory requirements;
- Review proposed revisions to the TBI-FSD quality system to ensure the integrity of the system is maintained when changes are implemented. Communication with personnel concerning changes to the quality system will be documented in Ensur. This communication will safeguard the integrity of laboratory activities and limit the likelihood of quality issues with test/calibration results during implementation.