

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 (TBIHQ) located in Nashville, Tennessee. The executive managers within TBIHQ provide program direction and support services to field offices. The TBI Crime Laboratory has laboratories in Nashville, Knoxville, and Memphis.

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 whole laboratory system. Has been authorized by the Director of TBI to make and enforce decisions affecting the TBI-FSD.
- Crime Laboratory Regional Supervisor (CLRS) reports 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.
- DNA Technical Leader (DNA-TL) reports directly to the AD-FSD. Manages the technical activities of the Forensic Biology and CODIS units within the laboratory system. Has been authorized by the AD-FSD to make and enforce decisions affecting the technical activities of the Forensic Biology units.
- Crime Scene Coordinator (CSC) reports directly to the AD-FSD. Coordinates the activities of the Violent Crime Response Teams (VCRT) in the three regional labs. Has been authorized by the AD-FSD to make and enforce decisions affecting the activities of the VCRTs.
- LIMS administrator reports directly to the AD-FSD. Manages the laboratory's information management system. Has been authorized by the AD-FSD to make and enforce decisions affecting LIMS.
- The Nashville Regional Crime Laboratory (NRCL) management system consists of the following positions; each reporting directly to the Nashville-CLRS (N-CLRS):
 - Toxicology Unit Supervisor manages the personnel/operations for the Nashville Toxicology unit. Also serves as the Technical Leader for the

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laboratory system. Has been authorized by the AD-FSD to make and enforce decisions affecting the technical activities of the Toxicology unit.

- Forensic Chemistry Unit Supervisor manages the personnel/operations for the Nashville Forensic Chemistry unit. Also serves as the Technical Leader for the laboratory system. Has been authorized by the AD-FSD to make and enforce decisions affecting the technical activities of the Forensic Chemistry unit.
- Firearms/Toolmark Identification Unit Supervisor manages the personnel/operations for the Nashville Firearms/Toolmark Identification unit. Also serves as the Technical Leader for the laboratory system. Has been authorized by the AD-FSD to make and enforce decisions affecting the technical activities of the Firearms/Toolmark Identification unit.
- Forensic Biology Unit Supervisor manages the personnel/operations for the Nashville Forensic Biology unit. Has been authorized by the N-CLRS to make and enforce decisions affecting the Nashville Forensic Biology unit.
- CODIS Unit Supervisor manages the personnel/operations for the Nashville CODIS unit. Also serves as the CODIS State Administrator. Has been authorized by the AD-FSD to make and enforce decisions affecting all CODIS activities for the state.
- Latent Prints Unit Supervisor manages the personnel/operations for the Nashville Latent Prints unit. Also serves as the Technical Leader. Has been authorized by the N-CLRS to make and enforce decisions affecting the technical activities of the Latent Prints unit.
- Microanalysis Unit Supervisor manages the personnel/operations for the Nashville Microanalysis unit. Also serves as the Technical Leader. Has been authorized by the N-CLRS to make and enforce decisions affecting the technical activities of the Microanalysis unit.
- Evidence Receiving Unit Supervisor manages the personnel/operations for the Nashville Evidence Receiving unit. Also serves as the Technical Leader for the laboratory system. Has been authorized by the AD-FSD to make and enforce decisions affecting the technical activities of the Evidence Receiving unit.
- Breath Alcohol Calibration Unit Supervisor manages the personnel/operations for the Nashville Breath Alcohol Calibration unit. Also serves as the Technical Leader for the laboratory system. Has been authorized by the AD-FSD to make and enforce decisions affecting the technical activities of the Breath Alcohol Calibration unit.
- The Knoxville Regional Crime Laboratory (KRCL) management system consists of the following positions; each reporting directly to the Knoxville-CLRS (K-CLRS):
 - Toxicology Unit Supervisor manages the personnel/operations for the Knoxville Toxicology unit and BA Calibration. Has been authorized by the

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- K-CLRS to make and enforce decisions affecting the Knoxville Toxicology unit.
- Forensic Chemistry Unit Supervisor manages the personnel/operations for the Knoxville Forensic Chemistry unit. Has been authorized by the K-CLRS to make and enforce decisions affecting the Knoxville Forensic Chemistry unit.
 - Forensic Biology Unit Supervisor manages the personnel/operations for the Knoxville Forensic Biology unit. Has been authorized by the K-CLRS to make and enforce decisions affecting the Knoxville Forensic Biology unit.
 - Evidence Receiving Unit Supervisor manages the personnel/operations for the Knoxville Evidence Receiving unit. Has been authorized by the K-CLRS to make and enforce decisions affecting the Knoxville Evidence Receiving unit.
 - The Memphis Regional Crime Laboratory (MRCL) management system consists of a Forensic Science Supervisor (FSS) reporting directly to the Memphis-CLRS (M-CLRS). The FSS manages the personnel/operations of the Memphis Crime Laboratory. Has been authorized by the M-CLRS to make and enforce decisions affecting the testing/calibration activities of the MRCL.

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.

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 The TBI Crime Laboratory conforms and adheres to the National DNA Index System (NDIS) Operational Procedures Manual and to applicable FBI Quality Assurance Standards (QAS). Conformance to these standards will be addressed through a series of policies maintained by the Forensic Biology and CODIS units. QAS and NDIS non-conformance issues will be investigated for root cause and necessary steps will be taken. The DNA Technical Leader has the authority to suspend testing if necessary. The CODIS administrator has the authority to suspend CODIS entries and searches if necessary.

5.4.2 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.

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5.4.3 Unit SOPs will reference specific TN Codes Annotated (TCA) where applicable. Policies and procedures are available to the customer through open access via the internet (TBI.gov).

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 Supervisors, the Quality Assurance Manager, Technical Leaders, Unit Supervisors and Crime Scene Coordinator;
- 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 policies to ensure the consistent application of laboratory activities and the validity of results. Policies offer guidance to personnel concerning situations affecting confidence in the competence, impartiality, judgment, or operational integrity of the TBI-FSD.

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.

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.