

TENNESSEE BUREAU OF INVESTIGATION

Forensic Services Division



Quality Assurance Manual

Process Requirements-Nonconforming Work

7 Process Requirements

7.10 Nonconforming Work

7.10.1 Nonconforming work occurs when any quality related aspect of laboratory activities do not conform to procedures set forth in this quality manual, Unit SOPs, or agreements with the customer. The following outlines the procedure for handling nonconforming work incidences:

- a) Unit Supervisors and/or Technical Leaders will be responsible for investigating and reporting nonconforming work incidences. When the nonconforming work incident falls outside the scope of the Unit Supervisors and/or Technical Leaders, the Crime Laboratory Regional Supervisor and/or Quality Assurance Manager will be responsible for managing the nonconforming work incident;
- b) Unit Supervisors and/or Technical Leaders, Crime Laboratory Regional Supervisor, and/or the Quality Assurance Manager will determine the level of risk to the quality system and base actions appropriate to the level of risk;
- c) Nonconforming work incidences must be evaluated by management to determine the impact on laboratory activities including previously released results. A root cause analysis will be performed and, if required, corrective actions will be implemented;
- d) A decision will be made by management concerning the acceptance of the nonconforming work incident. This decision should be based on the risk of reoccurrence and impact on the validity of results. Records of the decision process will be maintained;
- e) when necessary, the customer is notified and the results of the examination are amended; and
- f) if work is halted, the Unit Supervisor and/or Technical Leader, Crime Laboratory Regional Supervisor, or the Quality Assurance Manager may authorize the resumption of work.

7.10.2 Records of nonconforming work will be retained by the Quality Assurance Manager for at least one accreditation cycle and may be retained within each affected case file.

7.10.3 Where the evaluation (Root Cause Analysis) indicates the nonconforming work incident could recur or there is an issue with the quality system, corrective action procedures will be promptly implemented.