

DPC: Problems with Procedures

Problems with procedures

This table gives the general process for the investigation of problems with procedures.

4.1.5.a

4.9.1

4.9.1.a

4.9.1.b

4.9.1.c

4.9.1.e

4.11.1

4.11.2

4.11.3

4.11.4

Stage	Description
1	An analyst or peer group reports a possible problem with a procedure to the unit supervisor. The supervisor should suspend the use of this procedure in casework at this time.
	If the report is from an analyst, the supervisor requests the discipline's peer group to review the information and to determine if a problem actually exists.
2	The supervisor informs the Laboratory Director of the situation.
3	The peer group records the nature of the problem and develops a proposed change in procedure and recommended validation, and initiates a <i>Corrective Action Request</i> form which is submitted to the supervisor for review. See <i>DPC: Corrective Action</i> for more information.
	NOTE: If the "Action Plan" requires approval by the DNA Technical Lead, the corrective action is assigned to the DNA Technical Lead.
4	The necessary validation is completed. See <i>PRO: Validation of New Procedures</i> .
5	The supervisor reviews the results of the validation for completeness.
6	The change in procedure is written into the manual format, submitted to the Quality Manager and the Laboratory Director for approval, incorporated into the authorized version of the discipline's procedures manual (see <i>MGS: Document Control, Document changes</i> in the <i>Quality Manual</i>), and is then available for casework.
7	The laboratory shall monitor the results to ensure that the corrective actions taken have been effective.