MGS: Management System

Introduction

4.2.1

4.3.1

4.2.7

The Laboratory of Forensic Services has established and maintains a Management System that is appropriate to the scope of its activities.

All policies, systems, programs, procedures, and instructions are documented to the extent necessary to assure the quality of test and calibration results.

- The Management System documentation is published on the laboratory computer network, using the Core ISO Compliance Platform System, and is available to each employee on his or her desk or workstation computer.
- All changes to the Management System's documentation are communicated to employees by email.
- Internal audits and management reviews ensure that laboratory staff understands and follows the laboratory's policies and procedures of the Management System.

Laboratory goal and objectives

4.2.2

The primary goal of the Laboratory of Forensic Services is to provide quality forensic services to our customers by conducting timely evaluations and analyses of physical evidence collected during the course of criminal investigations.

In order to meet this goal, the laboratory establishes a set of objectives for each calendar year (January to December). Objectives are distributed to the laboratory staff via email.

At the end of each calendar year, the laboratory objectively evaluates whether the objectives were fully or partially met. This information is included in the Management Review.

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MGS: Management System, Continued

Management System structure

4.2.5

4.3.1

The documentation of the laboratory's Management System is divided into three parts:

- The *Quality Manual* defines the policies, processes, procedures and objectives of the laboratory's overall Management System.
- Technical Manuals contain policies, procedures, forms, and work instructions specific to the testing and calibrations conducted in the various disciplines and categories of testing. The list of technical manuals include:
  - o Firearms/Toolmarks – under Comparative Evidence
  - o Trace Evidence
  - o Biology
  - o Toxicology
  - o Chemistry
  - o Crime Scene
- Administrative and instruction manuals include:
  - o Administrative Manual. The *Administrative Manual* describes policies, procedures, and instructions that govern non-quality aspects of laboratory operations, for example, sick leave, employee timesheets, overtime requests, and use of county vehicle.
  - o Safety Manual. The *Safety Manual* defines the policies, procedures, and work instructions of the laboratory's Safety Program
  - o Evidence Manual. The *Evidence Manual* defines policies, procedures, and work instructions for evidence management in the laboratory's LIMS system.

The document directory within the Core ISO Compliance Platform application contains the complete list of Management System documents.

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