

DPC: Problems with Analyst Casework

Problems with analyst casework

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

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	A possible problem is brought to the attention of the unit supervisor. The supervisor makes a determination that a problem actually exists and the problem is appropriately recorded.
2	<p>The unit supervisor evaluates the severity of the problem and possible impact on other activities within the discipline. This evaluation may be aided by a qualified analyst, the DNA Technical Lead, and the Quality Manager.</p> <p>NOTE: Identification of an erroneous analytical result or interpretation or an unapproved deviation from procedure may require the immediate suspension of analyst casework by the supervisor or if DNA casework is involved, the DNA Technical Lead.</p>
3	The supervisor informs the Laboratory Director of the situation.
4	The supervisor develops a recommended course of corrective action.
5	The supervisor discusses the recommended corrective action with the analyst. The recommendation may be reviewed by the peer group at the analyst's request. Peer group recommendations will be considered by the supervisor.
6	A corrective action is initiated. See <i>DPC: Corrective Action</i> for more information.
7	<p>The recommended corrective action is implemented (see <i>DPC: Corrective Action, Implementing a course of corrective action</i>).</p> <p>NOTE: Depending upon the severity of the problem, the Director may have a copy of this report placed in the analyst's personnel file.</p>
8	The laboratory shall monitor the results to ensure that the corrective actions taken have been effective.