

AQR: Problems Identified During Proficiency Testing

Problem identification and records

During technical review, the reviewer may identify a serious lack of technical understanding on the part of the analyst or may believe that the analyst's conclusions are wrong. At this point, the reviewer will record the problems on the *Proficiency Test Review Checklist* and discuss the situation with the unit supervisor.

Problem evaluation and corrective action

If the supervisor believes that the test can be successfully completed by the analyst (see *AQR: Proficiency Testing Program, Successful completion* section in this manual), then the review process will continue. The issues raised during technical review may be dealt with on an informal or formal basis.

If the supervisor believes that the test cannot be successfully completed by the analyst, then the supervisor will inform the Quality Manager and Laboratory Director of the problem.

The Quality Manager will suspend the test at this point and the Director or the DNA Technical Lead (if applicable) will suspend the analyst's casework in the appropriate discipline or category of testing.

The supervisor will then begin the process of addressing analyst casework problems as outlined in *Departures, Technical Problems and Corrective Actions, DPC: Problems with Analyst Casework*. Corrective action will be recorded on a *Corrective Action Request* form and initiated.

Test result report

At the suspension of the test, a *Proficiency Test Result Report* will be issued by the Quality Manager. The problem identified during review and its proposed corrective action will be recorded in the results section of the report.

The *Corrective Action Request* form initiated during the technical problem review process will be attached to the test result report after completion of the required corrective action.

Additional testing

If a test is suspended and after corrective action is completed, a new test will be issued and must be successfully completed before the analyst reassumes casework responsibilities.
