

ORG: Staff Responsibilities

Introduction

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All laboratory staff members have important responsibilities for the successful implementation of the Quality System.

Each employee is accountable to one and only one immediate supervisor for each category of testing.

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Questions regarding specific responsibilities should be addressed to the Quality Manager or Laboratory Director.

Laboratory Director

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The Laboratory Director is responsible for

- overall planning, organizing, and directing laboratory operations
 - making and enforcing decisions in regards to the laboratory
 - general oversight of the Quality System
 - direct supervision of the section supervisors
 - direct supervision of the Quality Manager
 - overseeing the annual Quality System audit
 - authorizing all laboratory manuals and approving all manual changes
 - approving corrective actions involving analyst casework problems
NOTE: For all DNA related corrective actions, the DNA Technical Lead approves the action plan prior to the Laboratory Director's approval.
 - resolving disputes concerning corrective actions
 - seeking provision of sufficient resources—personnel, equipment, and facilities—for the production of a quality work product
 - all additional responsibilities designated for this position in the *Quality, Administrative, Safety, Evidence*, and Procedures Manuals of the laboratory
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ORG: Staff Responsibilities, Continued

Quality Manager

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The Quality Manager, a key management position, is selected from among the laboratory's supervising criminalists by the Laboratory Director. The length of service is not fixed. The Quality Manager reports directly to the Laboratory Director.

The Quality Manager is responsible for the implementation and operation of the Quality System. Specific responsibilities are

- ensuring compliance with ANAB requirements
- general administration of the Quality System
- tracking court testimony monitoring
- ordering, assigning, and tracking all proficiency and competency test
- issuing proficiency and competency test reports
- assigning, tracking, and closing quality audits
- training internal laboratory auditors
- assisting in problem investigation and establishment of corrective actions resulting from quality audits and testing
- implementing corrective actions resulting from Quality System Audits
- tracking open corrective action requests and reviewing completed results
- documenting corrective actions in quality testing result reports
- storage and security of quality assurance documents
- all additional responsibilities designated for this position in the *Quality, Administrative, Safety, Evidence, and Procedures* Manuals of the laboratory

Qualtrax® Managers

The Qualtrax® Managers are responsible for maintaining the laboratory's procedure manuals for their section on the internet-based service. The Qualtrax® Managers report to the Quality Manager and Laboratory Director. Specific responsibilities include:

- maintenance and security of the laboratory manuals
- facilitating manual changes
- archiving retired procedures
- managing access to procedure manuals

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Section supervisors

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The section supervisors, key management positions, are responsible for

- understanding all Quality System requirements for each job assignment within their sections, including all quality control, note keeping, and report writing requirements
 - completing annual court testimony monitoring of their assigned staff
 - facilitating the completion of annual proficiency tests by their staff
 - facilitating the participation of their staff in annual quality audits
 - reviewing and monitoring departures from procedures and corrective actions involving technical procedures problems, court testimony monitoring, quality testing, and quality audits
 - assigning and performing technical and administrative case reviews
 - successfully completing annual proficiency tests and facilitating their own court testimony monitoring if they do casework
 - all additional responsibilities designated for this position in the *Quality, Administrative, Safety, Evidence, and Procedures* Manuals of the laboratory
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Appointment of deputy managers

The Laboratory Director, Quality Manager, and supervising criminalists shall designate a deputy manager in the event of a temporary absence.

The laboratory's key management positions or back-up positions are filled on a temporary basis as follows:

- in the absence of the Laboratory Director, he/she shall appoint an Acting Laboratory Director
- in the absence of the Quality Manager, the Laboratory Director shall appoint an Acting Quality Manager
- in the absence of a sections's Supervising Criminalist, the Supervising Criminalist will assign the section's Criminalist IV or designee to perform the duties of the Supervising Criminalist

The appropriate laboratory staff will be advised of the designated replacement in an email notification.

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Appointment of acting section supervisors

The Laboratory Director may appoint an acting section supervisor to fill a temporary vacancy.

Acting supervisors are appointed from journeyman level staff and have the same responsibilities as permanent section supervisors.

Laboratory staff is notified of the appointment by e-mail or meeting.

Acting supervisors are so designated on the laboratory organizational chart.

Technical staff

The technical staff of the laboratory includes all criminalists and laboratory technicians. The technical staff is responsible for

- Understanding and implementing all Quality System requirements for each job assignment, including all quality control, note keeping, and report writing requirements
 - Participating in peer group activities
 - Facilitating the monitoring of their court testimony
 - Successfully completing required annual proficiency tests
 - Participating in annual quality audits as requested
 - Performing technical and administrative case reviews as requested
 - Completing corrective actions as required
 - All additional responsibilities designated for these positions in the *Quality, Administrative, Safety, Evidence, and Procedures Manuals* of the laboratory
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Technical Responsibility 5.2

Each unit within the laboratory's sections employs a technically qualified leader who has overall responsibility for the unit's technical operation.

Each individual designated with technical responsibility has the appropriate training and experience in their respective discipline. See [PER: Benchmarks for Advancement](#) in the *Administrative Manual*.

This process provides the required resources needed to ensure adequate technical supervision of analysts and trainees.

Note: In some cases laboratory management personnel may be the technically qualified leader.

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Support staff

The support staff of the laboratory includes administrative staff and the evidence section staff. Depending on the job assignment, support staff may be responsible for

- Case records storage and security
- Evidence receipt, log-in, storage, and release
- All additional responsibilities designated for these positions in the *Quality, Administrative, Safety, Evidence*, and Procedures Manuals of the laboratory

The staff's role in the Management and Quality Systems

All members of the laboratory staff are involved in the quality process. Administrative staff, laboratory technicians, criminalists, supervisors, and the laboratory director all have important roles. The activity of one group affects the others and ultimately affects the quality of the final product that is offered to the criminal justice system. All must take responsibility for their part in this process.

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Laboratory management communicates the effectiveness of the Management and Quality Systems by ensuring the laboratory staff is actively involved in

- Quality audit meetings
- Peer group meetings
- Section staff meetings
- Laboratory staff meetings
- Management meetings

Other communication means include

- Audit closure announcements
 - Email advisories
 - Peer group minutes
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