

*Approved by Director: Dr. Guy Vallaro***A. PURPOSE:**

The Management system is reviewed to assure that it continues to meet the requirements of the Department of Emergency Services and Public Protection, Division of Scientific Services, State Regulations, Customers needs and the requirements set forth by the ASCLD/LAB International program and the FBI QAS program.

B. RESPONSIBILITY:

Director: is responsible to assure that the Management System meets the needs of the Division of Scientific Services and its customers. Additionally the Director is responsible to Direct the performance of a Management System Review and assure that identified issues are addressed.

Deputy Directors: are responsible to assure that there is continuous maintenance of the Management System of the Division of Scientific Services; and that minimally there is an annual review of the Management System that is performed by top management of the Division.

Quality Manager (QM): is responsible to monitor the overall Quality System of the Division of Scientific Services Laboratories. The QM is responsible to review the system as a whole and to recommend changes as required to assure the quality of the work produced by the Division.

Assistant Quality Manager (AQM): the AQM is responsible to assist the QM to monitor the quality system of the Division. The AQM is responsible to recommend changes as required to assure the quality of the work produced by the Division.

Supervisors/Leads: are responsible to assure that they and those assigned in their sections adhere SOPs in the Management System.

C. PROCEDURE:

1. Review of the Management System is an ongoing process. As employees find issues that need addressing they must bring them to the attention of their section Supervisor, or the Quality System. In addition to the general maintenance a formal review process occurs as follows:

Approved by Director: Dr. Guy Vallaro

- a. A review of the Management System will be performed annually (no earlier than 10 months from the previous years review, no more than 12 months following) by the Laboratory' top management. Top management may decide to include other individuals to assist in performing the review at their discretion. The record of this review will be maintained for a period of ten years by the Quality Section.
- b. This review is to ensure that the components of the MS remain effective and suitable for the Division and for the customers of the DSS; and to make changes as needed to improve the system.
- c. Items to review include (see GL-8.1):
 - i. Suitability of Policies and Standard Operating Procedures
 - ii. Managerial and Supervisory reports
 - iii. Audit reports
 - iv. Quality Action Requests reports
 - v. Assessments from external bodies (ASCLD/LAB Assessments, DNA QAS Assessments)
 - vi. Proficiency test results
 - vii. Changes in volume or type of work
 - viii. Customer feedback (Customer Inquiry/Complaint forms, Court Monitoring forms, Internal Inquiry/Complaints forms)
 - ix. Recommendations for improvements (either from internal or external source)
 - x. Other factors that may affect the quality of work produced by the Division (financial resources, staffing issues, training issues)
 - xi. Previous MS reviews to assure that issues found were followed up on and to determine if the changes put into place were effective.
 - xii. Customer contracts, assure they still meeting needs of the customers.

Note that during the year, components of the Management System may be reviewed. This can be added to the annual MSR as long as that review is documented.

- d. At the discretion of Top Management, meetings may be held as part of the MS review; when this occurs, at minimum the review will be

Approved by Director: Dr. Guy Vallaro

documented by recording of the minutes of the MS review meeting(s). The minutes will be maintained by the QM for a minimum of two ASCLD/LAB International Audit cycle (10 years).

- e. Changes required by this review will be assigned time frames in which to be implemented. Implementation time frames will be dependant on the nature of the issue. (Example: an issue which is systemic and is currently affecting the quality of the work being produced may cause a change to the MS to be issued immediately however something such as an identified need for a piece of equipment that will simplify work being performed may need to wait until funds can be obtained).
- f. The person responsible for the implementation of the change will vary based on the type of issue. Overall the Deputy Directors have the responsibility to supervise the changes, and to assure that the changes do occur in a timely and effective manner.
 - i. The Quality Section may be assigned the task of assuring that required changes have occurred and are effective.
- g. Physical changes to Management System documents that occur from this review must follow the Document Control procedure.