

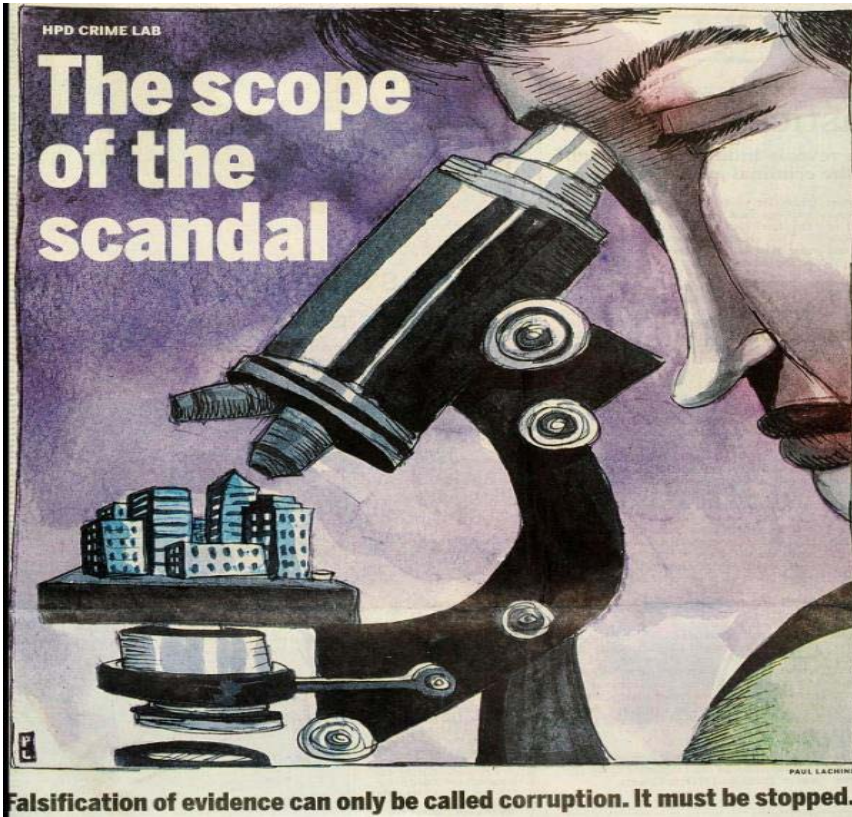
Quality in the Houston Forensic Science Center

Lori Wilson

Acting Quality Manager

Houston Forensic Science Center

What is quality?



Quality is a journey not a destination.

David K. Carr

How has the HFSC continued to pursue excellence?

Personnel

Policies

Customer
Service

Supplies
& Services

Records
Control

Improvement

PERSONNEL

Education
Training
Competency
Continuing education
Proficiency testing
Testimony monitoring

POLICIES

Controlled
Understood
Validated
Undue influence/bias
Available
Security

CUSTOMER SERVICE

Complaints
Feedback/survey
Requests/tenders/contracts
Subcontracts
Nonconforming work

SUPPLIES & SERVICES

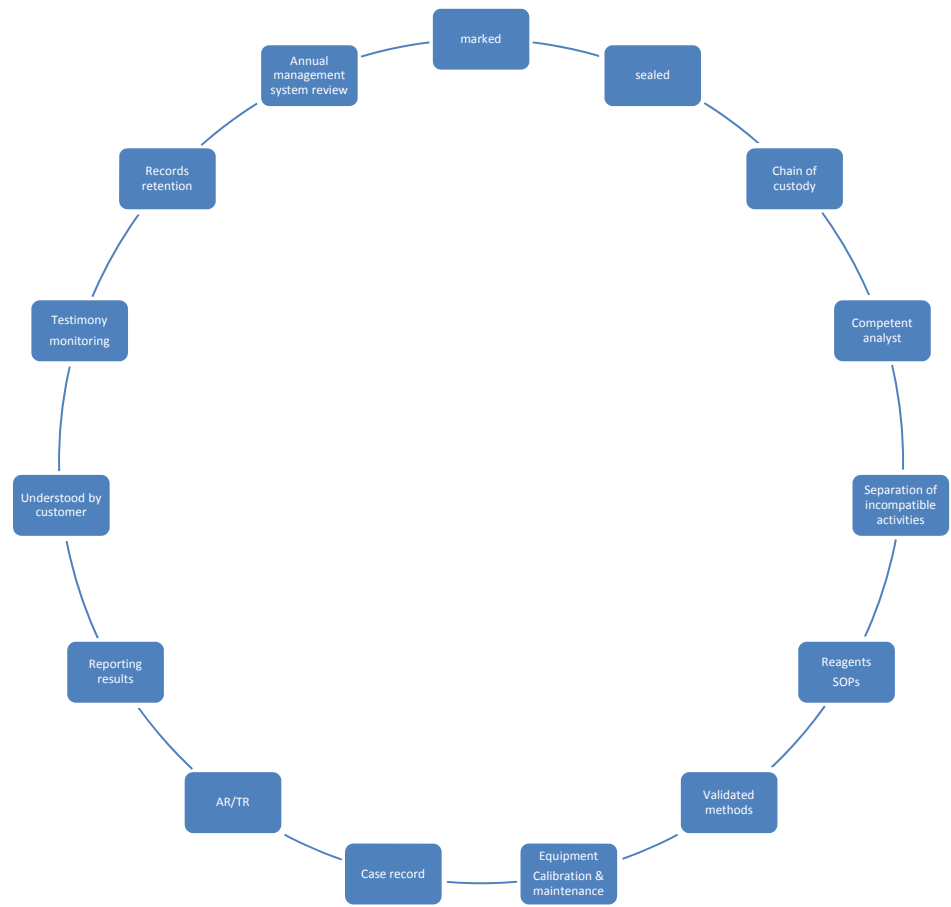
Approved vendors
Purchase/receipt/storage procedure
Verification upon receipt
Checked before use

RECORDS CONTROL

Policy approval
Master documents
Authorized changes
Obsolete documents

IMPROVEMENT

PDCA
Corrective Action
Preventive Action
Internal Audit
Management System Review



Accreditation

- Assessment planned for July for Biology, Controlled Substances, Firearms, and Toxicology
- CSU, Latent Prints, Audio/Video, and Digital Forensics Lab are preparing an accreditation timeline
- These disciplines are not required by state statute to be accredited
- Approximately 12 months for CSU application
- Approximately 18 months for other disciplines to apply
- Focusing on
 - policies/procedures
 - Documentation of education, training, certification
 - Testimony monitoring
 - Case file review
 - Proficiency testing