



<b>ATF-LS-4.7</b> <b>Service to the Customer</b>	Published Online: <b>March 2018</b>
Authority: Technical Leader	
Unofficial Copy; May Not Be Most Current Version	Page: 1 of 3

### 1. Purpose

This policy is a general statement of ATF Laboratory Services overall commitment to meeting the customer's requests while at the same time delivering accurate and authoritative scientific information. The goals, vision and values of Laboratory Services are outlined in the mission statement issued under the authority of the Deputy Assistant Director, Forensic Services. The mission statement along with all applicable policies and procedures and internal documents or records referenced in this policy support the goal of providing technical excellence, customer satisfaction and continuous improvement in the services it provides to the customer while ensuring customer confidentiality.

### 2. Scope

This policy is applicable to all ATF Laboratories and applies to all of the services provided to the customer. Specifics on the services available from ATF Laboratory Services are found in the publication ATF Special Agents Guide to the Forensic Science Laboratory.

### 3. References

ATF-LS Quality Manual

ATF-LS-4.4 Review of requests for laboratory testing

ATF-LS-4.8 Complaints

ATF-LS-4.9 Control of nonconforming work

ATF-LS-4.11 Corrective actions

ATF-LS-4.13.2 Case records

ATF-LS-F 4.13.2A Communications log

ATF-LS-4.14 Internal audits

ATF-LS-5.10 Reporting the results of analysis

ATF Special Agents Guide to ATF Laboratory Services

ATF 3270.10 The Disclosure, Documentation and Handling of Investigative Information

ATF Order 7140.3 Completing ATF Form 7140.7 Laboratory Exam Request

## ATF Form 7140.7 Laboratory Exam Request

### 4. Procedure

#### 4.1. Customer requests

- 4.1.1. Laboratory Services customer requests for services are submitted in written form according to ATF Order 7140.3 Completing ATF Form 7140.7 Laboratory Exam Request and ATF Form 7140.7 Laboratory Exam Request. Specific information on the procedures used when receiving and accepting customer requests for services are found in ATF-LS-4.4 Review of requests for laboratory testing.
- 4.1.2. ATF customers will be given reasonable access to relevant areas of the laboratory to witness testing. ATF customer requests for access to laboratory bench areas are received and approved by the appropriate Laboratory Chief or Section Chief. Requests for access for non-ATF customers must be made through the Deputy Assistant Director, Forensic Services.
- 4.1.3. Information on Laboratory Services performance, i.e., proficiency testing, internal audits, management reviews, customer feedback, etc., will be made available to ATF Laboratory Services customers upon request. Requests for this information should be made in writing to the Deputy Assistant Director, Forensic Services through an ATF Special Agent in Charge or ATF Division Chief. The Deputy Assistant Director, Forensic Services or his designee will consider the confidentiality of other customers when releasing this type of information. The policies and procedures for release of this type of information to non ATF customers is described in the regulations in 28 C.F.R. 16.21-16.29 and ATF 3270.10 The Disclosure, Documentation and Handling of Investigative Information.

#### 4.2. Customer feedback

- 4.2.1. Laboratory Services proactively seeks feedback from its customers in a variety of ways.
  - 4.2.1.1. Sources of feedback include the following:
    - weekly Office of Science and Technology executive staff meetings (Deputy Assistant Director, Forensic Services)
    - Laboratory Services customer surveys
    - laboratory management (Laboratory Chiefs, Section Chiefs) attendance to Special Agent conferences
    - question and answer sessions led by Laboratory Services instructors while providing formal training to customers
    - customized surveys developed with a specific target audience or target question
    - customer complaint or compliment
- 4.2.2. Customer feedback will be documented as directed by laboratory policies and procedures appropriate to the situation.

4.2.3. Section Chiefs and Laboratory Chiefs shall document the reviews of customer feedback with their signature or initials, and date on the records. The Deputy Assistant Director, Forensic Services, may be notified.

#### 4.3. Customer surveys

4.3.1. Forensic Science Laboratories include customer surveys with the final report distribution.

#### 4.4. Customer complaints

4.4.1. Customer complaints will be handled according to ATF-LS-4.8 Complaints.

#### 4.5. Customer compliments

4.5.1. Sources of compliments include the following:

- communication to laboratory management, specifying employee(s)
- official ATF or other federal awards (special act, on-the-spot, etc.)
- official recognition by professional organizations
- official recognition by state and local government entities

4.5.2. These types of compliments are generally announced at staff meetings and should be maintained in the laboratory employee personnel files.

### 5. Controls

#### 5.1. Section Chiefs

Section Chiefs will review customer feedback. These reviews are documented with their signature or initials, and date on the records. The Laboratory Chief shall be notified of customer feedback.

#### 5.2. Laboratory Chiefs

Laboratory Chiefs will review customer feedback at least once monthly in conjunction with the review of monthly workload statistics reports. This review is documented with their signature or initials, and date on the records. The Deputy Assistant Director, Forensic Services, may be notified.

#### 5.3. Quality Manager

Customer feedback records will be reviewed during the annual internal audits.