



<b>ATF-LS-4.15</b> Management Reviews	Published Online: <b>March 2018</b>
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## 1. Purpose

- 1.1. This procedure defines authorities and provides Laboratory Services with a framework for conducting a review of the management system. The purpose of the management system review process is to promote the quality and efficiency of operations through regular self-assessment as a means to continual improvement.

## 2. Scope

- 2.1. This policy is applicable to the Laboratory Services Division as a unified system as well as to its individual accredited laboratories.

## 3. References

ISO/ IEC 17025 General requirements for the competence of testing and calibration laboratories, 2005.

ASCLD/LAB-*International* Supplemental Requirements for the Accreditation of Forensic Science Testing Laboratories, 2011.

ATF-LS-4.13 Control of records

## 4. Procedure

### 4.1. Authorities and responsibilities

- 4.1.1. The Deputy Assistant Director, Forensic Services is responsible for ensuring that a management system review for the Laboratory Services system is conducted.
- 4.1.2. Laboratory Chiefs are responsible for conducting a management system review for their individual laboratory and for providing input to the Laboratory Services management system review.
- 4.1.3. Quality Programs is responsible for providing guidance and records as needed throughout the process.

### 4.2. Conducting the review

- 4.2.1. The management system review shall consist of a two-level review. Reviews of the individual laboratories will focus on factors primarily affecting an individual laboratory and the Laboratory Services system review will focus on issues that are broader in scope.
- 4.2.2. Laboratory Services top management, consisting of Laboratory Chiefs and the Deputy Assistant Director, Forensic Services will participate in the review process. The format of

the management system review may vary, but to ensure conformance with accreditation requirements, it is intended to include the topics listed in the accreditation standard.

4.2.3. Reviews of the management system will be conducted on an annual basis for the prior calendar year. In general, the individual laboratory review should occur prior to the system review.

#### 4.3. Individual laboratory management system review

4.3.1. Individual laboratories shall conduct annual reviews. Reviews shall be conducted by the Laboratory Chief, but may incorporate Section Chiefs, Quality Programs, Technical Leaders, or other personnel as deemed appropriate.

4.3.2. The format of the individual laboratory's management review may vary, but to ensure conformance with accreditation requirements, it is intended to include the following topics as they pertain to the specific individual laboratory for the year being reviewed:

- proficiency tests taken and any inconsistent results as well as an evaluation of the proficiency testing program
- workload statistics and an evaluation of any trends or effects due to changes in workload
- corrective and preventive actions
- customer feedback and complaints
- internal and external audits, inspections and/or assessments
- significant changes to technical policies and procedures affecting only a single laboratory
- recommendations for improvement relating to any of the above specific topics or that would otherwise improve the efficiency and effectiveness of laboratory operations
- any other relevant topics
- evaluation of effectiveness of recommendations made in the prior year's management system review

#### 4.4. Laboratory Services management system review

4.4.1. Laboratory Services top management, consisting of Laboratory Chiefs and the Deputy Assistant Director, Forensic Services will conduct a review of the Laboratory Services management system. Depending on availability, the personnel conducting the review may vary from those stated. Input may be sought from Quality Programs or Technical Leaders as needed.

4.4.2. The Laboratory Services management system review will generally be done during the first quarter of the calendar year at the first in-person meeting of the management team, but may be done via videoconference or other means.

4.4.3. The format may vary, but to ensure conformance with accreditation requirements, it is intended to include the following topics for the year being reviewed:

- examination of individual laboratory management system reviews to determine if any issues affect multiple laboratories, to identify any global trends, and to promote greater transparency among the individual laboratories
- policies and procedures to evaluate their suitability and to determine the effectiveness of any significant changes
- corrective or preventive actions at the Laboratory Services system level, by the office of Quality Programs, or otherwise not attributable to an individual laboratory
- customer feedback and complaints directed to the Laboratory Services system, the office of Quality Programs, or otherwise not attributable to an individual laboratory
- managerial or supervisory reports
- Laboratory Services mission, vision, values, strategic and/or operating plans to ensure their continued relevance and accord with OST and ATF goals and objectives
- any other relevant topics
- evaluation of any recommendations put into place as a result of the prior year's management system review and their effectiveness

#### 4.5. Records

4.5.1. Documentation of the management system review shall include at a minimum, a record that this procedure was followed. The record shall include the following:

- summary of discussions, reviews and recommendations resulting from the individual laboratory's management system review including the personnel involved and when the review took place
- summary of discussions, reviews and recommendations resulting from the Laboratory Services management system review including the personnel involved and when the review took place

4.5.2. Management system review records shall be maintained in accordance with ATF-LS-4.13 Control of records.

#### 5. Controls

##### 5.1. Laboratory Chiefs

5.1.1. Laboratory Chiefs will ensure that recommendations put forth in the management system reviews are addressed and actions documented as part of the next year's review.

##### 5.2. Quality Manager

5.2.1. Management system review records will be reviewed during annual internal audits.