

## QUALITY ASSURANCE MANUAL

- 1. Policy Name:** Quality Manager.
- 2. Policy Number:** 1.0
- 3. Subject:** Quality Manager Functions, Duties, and Responsibilities.
- 4. Purpose:** To Identify the Functions and Authority of the Quality Manager.
- 5. Document Control: Approved By/Date:** \_\_\_\_\_  
**Revised Date/Revision Number:** \_\_\_\_\_
- 6. Responsible Authority:** The Quality Manager.
- 7. Related Standards/Statutes/References:** ASCLD/LAB Legacy standard 1.4.2.2; ISO/IEC 17025:2005 clauses: 4.1.4, 4.1.5 (a, f, and i), 4.2.6, 4.14.1, 5.2.3, and 5.2.4; ASCLD/LAB *International* Supplemental requirement: 3 (Terms and Definitions).
- 8. Scope:** The Quality Manager is responsible for planning, organizing, and implementing all aspects of the Quality Assurance Program (which includes the Quality Assurance Manual, the Computer Forensics Technical Procedures Manual, and the Computer Forensics Training Manual). Additionally, the Quality Manager is responsible for ensuring that the Computer Forensics Section is in compliance with all applicable standards that may be required by an accreditation body and any applicable local, state, and/or federal statutes.
- 9. Policy Statement:** The Quality Manager is appointed by and answers directly to the Laboratory Director. The Quality Manager has the authority to fully implement the section's Quality Assurance Program and to oversee and reconcile any and all quality related issues. To avoid potential conflicts and maintain a separation of duties, the Quality Manager shall not perform routine technical or administrative case file review except as necessary to ensure quality practices are being maintained (see "B. 7." below).
- 10. Procedure:**
  - A. Appointment of the Quality Manager:**
    1. Only a court-qualified examiner within the Computer Forensics Section can be considered for appointment as the Quality Manager.
    2. The Laboratory Director shall appoint a member of the Computer Forensics Section as the Quality Manager. This will be formalized in writing via memorandum. A copy will be placed in the member's personnel file.
    3. The Quality Manager reports directly to the Laboratory Director on all issues relating to the Quality Assurance Program.
    4. The individual selected must be familiar with all aspects of the Quality Assurance Program and the general guidelines of the best practices documents published by the Scientific Working Group on Digital Evidence.
  - B. Duties and Responsibilities:**
    1. Ensures that the Computer Forensics Section is in compliance with all applicable related accreditation standards. These may include, but not be limited to the applicable clauses under ISO/IEC 17025:2005, ASCLD/LAB Legacy criteria, and ASCLD/LAB *International* supplemental requirements.
    2. Ensures that the Computer Forensics Section is in compliance with all applicable local, state, and/or federal statutes.
    3. Creates, updates, and maintains all of the section manuals, forms, etc. as outlined in the Quality Assurance Program.
    4. Authorizes the use of all procedures and ensures that any new procedures are properly developed, tested, and validated/verified prior to their use in casework.
    5. Ensures that the Computer Forensics Section operates according to the policies and procedures documented in the Quality Assurance Program.
    6. Exercises independent authority to conduct periodic, unannounced inspections/audits of all aspects of the section's Quality Assurance Program.
    7. Documents the results of inspections/audits and prepares summary reports for upper level management.
    8. Makes recommendations for improvements to the Quality Assurance Program.
    9. Performs periodic quality control reviews of all examiners case file documentation.
    10. Organizes and Chairs as necessary a Quality Assurance Committee to resolve any quality related issues.
    11. Documents all complaints (both internal and external), problems, and corrective/preventative action taken regarding the Quality Assurance Program.
    12. Maintains an inventory of all hardware, software, supplies, and reference material used within the Computer Forensics Section.
    13. Serves as the primary trainer for any necessary in-house training programs and maintains the training records of all examiners assigned to the section.
    14. Coordinates and/or develops and administers any external or internal proficiency tests as required by the Quality Assurance Program and/or accreditation bodies.
    15. Attends appropriate professional training courses and/or scientific meetings pertaining to Computer Forensics.
    16. Performs other duties as directed by the Laboratory Director.