



QUALITY MANUAL GLOSSARY

In addition to the following terms and definitions, any relevant terms and definitions given in ISO/IEC 9000:2000 apply.

Accreditation cycle – The period of time between the date accreditation is granted and the date accreditation expires.

Administrative records – Records, whether electronic or hard copy, that do not constitute data or information resulting from testing, such as case related conversations, test item (evidence) receipts, chain of custody records, description of evidence packaging and seals, incident reports, service requests, correspondence received/sent, or other pertinent information.

Administrative review – A procedure used to check for consistency with laboratory policy and editorial correctness.

AIC – Agent-in-Charge

AFIS – Automated Fingerprint Identification System.

Amended report – A report issued when changes are required to a previously issued report.

Analytical data – All technical records, such as notes, worksheets, graphs, spectra, printouts, computer data files, photographs, and photocopies used for forensic testing.

Analyst – An individual who conducts and/or directs the analysis of forensic casework or database samples, interprets data and issues test reports regarding conclusions.

Annual Accreditation Audit Report – Documents submitted annually to ASCLD/LAB showing the CBI laboratory system's compliance with policies and procedures.

Annual management review – Yearly examination of each laboratory to ensure that the current quality system is effective and to ensure that all measures taken provide the highest quality of service.

Approved test provider – A proficiency test provider which has complied with the test manufacturing guidelines and requirements established by ASCLD/LAB and has been recognized as an approved test provider by ASCLD/LAB.

ASCLD/LAB-International – An accreditation program of the American Society of Crime Laboratory Directors / Laboratory Accreditation Board (ASCLD/LAB) in which any crime laboratory may participate to



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demonstrate that its management, technical operations and overall quality management system meet ISO/IEC 17025:2005 requirements and ASCLD/LAB-*International* Supplemental Requirements.

Audit – (from ISO/IEC 17000:2004) A systematic, independent, documented process for obtaining records, statements of fact and other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled.

Best practice – a general consensus of the relevant community

Biological hazard – Anything that may contain infectious material.

Blind sample proficiency – A type of proficiency testing where the scientist is not aware that it is a quality assessment sample.

Calibration – The adjusting or standardizing of any instrument and/or equipment to ensure agreement with a reference standard or working standard of known value.

Calibration certificates – Reports issued by competent external calibration services that demonstrate measurement capability and traceability for the equipment serviced.

Calibration check – The act of confirming the calibration of equipment.

Case file – The file holding the case record, whether electronic or paper.

Case identification number – A unique alphanumeric designator that is assigned to all CBI-FS cases. Each laboratory within the CBI-FS system is identified by a unique alphabetic character.

Case management – The approach for setting up a logical methodology for case acceptance, cases worked, case priority, case transfer and case return.

Case record – Administrative and technical records generated or received by the CBI-FS pertaining to a particular case.

Category of testing – A sub-discipline of a major area of analysis, for example: latent print comparison, computer forensics.

Certified reference materials (CRM) – Materials used either for method validation or for calibration checks.

Chain of custody – Documentation of all transfers of evidence from receipt by the laboratory to return to the submitting agency.

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CODIS – Combined DNA Index System.

Competency test – The evaluation of an individual’s knowledge and ability prior to performing mentored casework and/or database work.

Competent – Possessing the requisite knowledge, skills and abilities to perform a job.

Computer forensics – A category of testing of Digital & Multimedia Evidence involving the examination, analysis, and/or evaluation of digital evidence.

Continuing education– Formal job-related instruction and training, including professional meetings, provided to laboratory personnel for the purpose of enhancing job knowledge, skills or abilities.

Contract – A binding agreement between two or more persons or parties.

Contractor – An individual employed on a contractual basis by the CBI-FS. A contractor may perform examiner, technician, or administrative personnel functions. Contractors are required to meet the provisions of the CBI-FS quality system.

Controlled document – A document that is issued and distributed in a trackable manner.

Convicted offender – An individual who has been convicted of any qualifying offense specified in the Colorado Revised Statutes.

Correctable incident –Issues of nonconformance within the management system that have already occurred.

Corrective action – Action taken to address a specific nonconformity and prevent reoccurrence.

Corrective Action Report (CAR) –Workflow in Qualtrax detailing the course of action taken to address a specific nonconformity and prevent reoccurrence.

Critical measurement – A reported measurement, or measurement that is critical to the result of the test.

Critical reagent – A reagent that may affect the quality and reliability of the test in which it is used.

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Custody – The care and control of an item implying responsibility for its protection and preservation.



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Customer – The internal or external stakeholders of the CBI-FS requesting the services of the laboratory system.

Customer notification – A type of quality incident requiring notification to the customer regarding a resolution to a customer concern.

DAR – DNA Arrest Record.

Deviation – An authorized and planned variance from a documented policy, practice or procedure.

Deviation Request Workflow – A workflow in Qualtrax documenting a requested deviation from documented CBI-FS policies or procedures.

Discipline – A major area of forensic casework/database work as specified by ASCLD/LAB-*international* for which a laboratory may seek accreditation.

Discovery. Complete copy of the contents of a particular case file provided to the court for use in criminal proceedings.

DME – Digital Multimedia Evidence.

Document control – The process of ensuring that controlled including all necessary revisions, are reviewed to determine feasibility and adequacy, approved for release by authorized personnel, and distributed for use to those performing the prescribed activities.

DOM – Discipline Operation Manual.

Electronic signature – Symbol or data in electronic form attached to an electronic document as a replacement to an ink signature.

Environmental conditions – Any characteristic of a laboratory facility that could reasonably be expected to impact the quality of the laboratory's work product (for example: lighting, heating, air conditioning, ventilation, plumbing, wiring, adequacy of exhaust hoods or bio-safety cabinets, etc.).

Evidence – Equivalent to "test item" as described in ISO/IEC 17025:2005, regardless of form, which is received by a laboratory for the purpose of gleaning information relevant to a criminal investigation through examination/analysis by one or more of the laboratory's testing procedures.

Evidence inventory – The physical accounting of evidence and evidence records.

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Evidence transfer – A documented change of possession/location of evidence.

Evidence vault – A secured room or rooms for the storage of evidence.

Examination records – The documentation, whether hardcopy or electronic, of procedures followed, tests conducted, standards and controls used, diagrams, printouts, photographs, observations and results of testing and examinations.

Expunge – The act of physical destruction, obliteration or permanent deletion of a record or sample from a database.

External proficiency test – A test prepared, provided by and reported to a source external to the laboratory system used as a measure of the quality of a scientist's work product and the processes of the CBI-FS.

FBI QAS – Federal Bureau of Investigation Quality Assurance Standards for Forensic DNA and Database laboratories.

Finding - A nonconformance of documented requirements.

Findings CD – Utilized in the Digital Multimedia Evidence discipline, a compilation of illicit photographs obtained through analysis of evidentiary items. These CDs must be secured and maintained by the DME staff.

FOM – Facility Operation Manual.

Forensic Advantage (FA) – Brand name of the LIMS used in casework.

Forensic scientist -- A person qualified to perform scientific methods in the examination/analysis of evidence at the CBI-FS.

Goal – A statement of purpose that defines a specific mission.

IAFIS – Integrated Automated Fingerprint Identification System.

ICD – Individual Characteristic Database.

Independent Authorization- Authorized to perform casework in a specific discipline. This authorization includes; issuing of test reports; give opinions of interpretations; the completion of technical reviews; the use of all equipment and procedures related to that discipline.



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Individual characteristic database sample – A specimen of known/unknown origin from which individual characteristic information originates.

Inspection – A review of areas, practices, and procedures for compliance with existing policy.

Internal proficiency test – A proficiency test created and administered internally as a measure of the quality of a scientist's work product and the processes of the CBI-FS.

International System of Units (SI) – The standard set of basic units of measurement to be used in scientific literature worldwide. The fundamental quantities are length (meter) and mass (kilogram).

Inventory – A detailed accounting of all items within a specified location.

Known sample – A specimen of an identified source acquired for the purpose of comparison with an evidence sample; synonymous with known standard, reference sample or exemplar.

Laboratory Director – The highest ranking manager within an individual laboratory.

Laboratory report – An electronically authorized document in the LIMS detailing the analyses performed on specified pieces of evidence including pertinent administrative information.

LDIS – Local DNA Index System.

Limited access – Access to restricted areas limited to personnel authorized by the individual responsible for the laboratory

LIMS (Laboratory Information Management System) – The computer application that provides on-line evidence tracking, case inquiry, case management, and laboratory reporting features.

LIMS location – A location or person that can be selected to transfer evidence to in the LIMS.

Local CODIS Administrator – The person responsible for administration, security, and integrity of the local CODIS system.

Management system – The organizational structure, responsibilities, procedures, processes, and resources for implementing quality management including all activities which contribute to quality, directly or indirectly.

Method – The course of action or technique followed in conducting a specific analysis or comparison leading to an analytical result.

Measuring instrument – A device used to provide a measurement.

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Mentored casework – Casework completed by a scientist while in training. Casework is completed without direct supervision.

NDIS – National DNA Index System; the national level of CODIS containing the DNA profiles contributed by participating federal, state and local forensic laboratories.

NIBIN – National Integrated Ballistic Information Network

NIST – National Institute of Standards and Technology; an agency in the Technology Administration that makes measurements and sets standards as needed by industry or government programs.

No action incident – Incidents limited in scope, easily and quickly corrected with no further action required.

Nonconformance – A departure from the stated requirement.

Nonconformance testing -- A departure from the stated testing requirements in a report which has already been released.

Nonconformance reporting – A departure from the stated reporting requirements in a report which has already been released.

Objective – A measurable, definable accomplishment that furthers the goals of the organization.

PDQ – Position Description Questionnaire/ Job description.

Performance check – The confirmation that a technique for analysis is functioning properly and/or the confirmation that an instrument is working within expected parameters.

Physical security – The overall process of securing the facility where forensic analysis is performed or where evidence or database samples are stored.

Power DMS – Electronic document management system used for non-forensic CBI system-wide documents.

Preventable incidents – Issues of potential nonconformance or potential situations that are unwanted and/or inappropriate. These situations do not yet exist.

Preventive action – Action to eliminate the cause of a potential departure from conformance or other preventable issues.



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Preventive Action Report (PAR) – Workflow in Qualtrax detailing a course of action to prevent potential nonconformities from occurring, and to monitor the effectiveness of the plan.

Procedure – The manner in which an operation is performed; a set of directions for performing an examination or analysis; the actual parameters of the methods employed.

Proficiency test – A test to evaluate the continuing capability of forensic scientists, technical support personnel and the performance of a laboratory.

Qualified – A term used to identify CBI-FS personnel who successfully complete a training program in a specific category of testing, pass a competency test and participate in the CBI-FS laboratory proficiency testing program.

Quality – The conformance to requirements that meet or exceed all our customers' expectations and promote continual improvement.

Quality assurance – Those planned and systematic actions necessary to provide sufficient confidence that a laboratory's product or service will satisfy the established requirements for quality.

Quality incident – A form of departure from conformance or potential departure of conformance in the work product.

Quality incident review (QIR) -- Workflow in Qualtrax documenting the steps in determining the type of quality incident and the action to be taken, including root cause analysis.

Quality Manager – An individual, irrespective of other responsibilities, who has the defined authority and accountability to ensure that the requirements of the quality system are implemented and maintained.

Quality records – Documents pertaining to the quality system such as audit reports, quality incidents, corrective action reports, preventive action reports, and deviation requests.

Quality system – The organizational structure, responsibilities, procedures, processes, and resources for implementing quality management; includes all activities which contribute to quality, directly or indirectly. This term is equivalent to "management system" as used in ISO 17025.

Qualitative analysis – Procedures that use visual, microscopic, and/or instrumental methods to determine the characteristics or constituents of a sample or specimen without regard to quantity.

Quantitative analysis – Analysis of a sample that determines the amount or proportion of its constituents.



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Questioned sample – An evidence sample to be examined for the purpose of comparison or identification.

Reagent – A substance used for its chemical or biological activity; may be purchased or laboratory prepared.

Re-examination – A quality assurance process whereby a previously examined sample is re-examined.

Resource Manager – A part of LIMS that manages laboratory resources.

Reference material – Is the generic term for a group of pure substances or materials used for method validation, the establishment of traceability, method development and for various other quality purposes such as proficiency testing.

Reference standard – A standard of measurement designated for verifying measuring instruments or a measuring system.

Rees – At the CBI-FS, a system used to automatically monitor temperatures.

RFLE – Request For Laboratory Examination.

Root cause – The fundamental reason(s) for a potential or actual departure or nonconformity from the management system.

Root cause analysis – The process for determining the reason(s) for a potential or actual departure or nonconformity from the management system.

Routine process/procedure – A process or procedure that is performed on a regular basis for the analysis of evidentiary material.

Safety operations manual – A document stating the safety policies and describing the various elements of the CBI-FS safety program.

Sample selection – A practice of selecting a sample(s) of the whole based upon training, experience, and competence. Testing is carried on the selected sample(s) and the report clearly states that the results are based only on the portion(s) tested.

Sampling – A process or procedure whereby a part of a substance, material or item is taken to provide for testing of a representative sample of the whole.

Scientist – A person deemed qualified who employs scientific methods in the examination/analysis of evidence at the CBI-FS.



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Safety Data Sheet (SDS) – A document to communicate the hazards of chemical products. The SDS contains the following information: Product Information, Precautionary Labeling, Hazardous Components, Physical Data, Fire and Explosion Hazard Data, Reactivity Data, Spill and Disposal Procedures, Protective Equipment Recommendations, Storage and Handling Precautions, Transportation Data and Additional Information.

Seal – A device that prevents loss, cross transfer, or contamination while ensuring that any attempted entry into the container is detectable.

SDIS – State DNA Index System.

Shall – A word used when an element of the quality system is required.

SI Units – The International System of Units.

SharePoint – Internal electronic document storage area.

Should – A word used when an element of the quality system is recommended, but not required.

STaCS (Sample Tracking and Control System) – The LIMS that manages processing of samples submitted to the DNA Database section.

State CODIS Administrator – The person responsible for administration, security and integrity of the State CODIS system.

Sub-discipline – A specific type of analysis within an accredited discipline of forensic science.

Submission – Any single delivery of evidence or an individual DNA Database sample.

Supervised casework – Analysis performed under the direct supervision of a qualified forensic scientist/analyst.

Technical leader – A forensic scientist qualified to perform independent case work and assigned system level quality assurance and quality control responsibilities in the specified forensic discipline or sub-discipline.

Technical review – This review consists of determining whether the appropriate examinations have been performed, the conclusions are consistent with the documented data and are within the scope of the discipline or sub-discipline.

Testimony review – The observation and evaluation of the testimony given by an individual.



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Traceability – Ability to confirm measurements are accurate through an unbroken chain of comparisons to national and international units of measurement, all having stated uncertainties.

Trainee – Individual in the process of learning the knowledge, skills and abilities relevant to the position at the CBI-FS.

Training Manual – A comprehensive compilation of discipline-specific information to guide the individual performing the requirements of the position.

Training objectives – A detailed description of the tasks an individual must complete to demonstrate competence.

Training plan – A written description of activities to be performed and objectives to be met by a trainee for the purpose of confirming, developing and/or enhancing job-related knowledge, skills or abilities.

TWG – Technical Working Group.

Uncertainty of measurement – Expected range of variation between the recorded measurement and the actual value.

Validation – The process of performing a set of experiments, which establish the efficiency and reliability of a technique, procedure or instrument, or the necessary modifications of the technique, procedure or instrument.

Validation Proposal Workflow – Workflow in Qualtrax documenting the steps of a validation study.

Vendor – A person or company offering goods and/or services which are purchased by the CBI-FS.

Verification – Reanalysis by a qualified forensic scientist confirming conclusions.

Workflow in Qualtrax – An electronic documentation process within the Qualtrax system.