



QP 1

Commitment to Quality

ISO 8.2/8.5/8.6

I. Purpose

The Colorado Bureau of Investigation Forensic Services (CBI-FS) is committed to operating under a management system of the highest quality. Our quality objectives, which outline our actions to reasonably ensure a system with proper and adequate controls and standards, will be reviewed and acknowledged annually by our staff. This policy also details the steps we will take to ensure the integrity of our management system.

II. Scope

This policy applies to all personnel within the CBI-FS.

III. Policy/Procedure

A. Quality Statement/Objectives of the CBI-FS

1. The CBI-FS is dedicated to consistent, ethical professional practice.
2. The CBI-FS will provide a work product that is accurate, unbiased and scientifically objective in order to ensure the quality of the analytical work conducted.
3. It is expected that all CBI-FS personnel will ensure the highest level of internal and external customer service in all aspects of their work.
4. The CBI-FS intends to continually improve the effectiveness of the management system through a variety of methodologies including annual internal review of all policies and procedures, customer feedback, audits and the quality incident review process.
5. All CBI-FS personnel must be knowledgeable of all applicable quality documents and electronic systems in order to ensure proper application and utilization of this information.
6. The CBI-FS is committed to the ongoing development of the CBI-FS staff through performance management, annual trainings and encouraging participation in forensic committees and forensic-related conferences and seminars.



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7. The CBI-FS is committed to meeting or exceeding the requirements of the following: ISO/IEC 17025:2017; ANAB AR3125; the FBI Quality Assurance Standards for Forensic DNA Testing Laboratories; the FBI Quality Assurance Standards for DNA Databasing Laboratories and the American Board of Forensic Toxicology standards.

8. Forensic Services is a section of the Colorado Bureau of Investigation, a division of the Colorado Department of Public Safety, and is fully committed to the mission, goals, directives and Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation standards of our parent agency.

9. THE NCRFL is the forensic unit of the participating agencies in the Northern Colorado Region. Fort Collins Police Services, Greeley Police Department, Larimer County Sheriff's office, Loveland Police Department, and Weld County Sheriff's office. The participating agencies and the NCRFL are fully committed to meeting or exceeding the requirements of the following: ISO/IEC 17025:2017; ANAB AR3125 and the FBI Quality Assurance Standards for Forensic DNA Testing Laboratories.

B. Ensuring the Integrity of the Management System

The CBI-FS is committed to continuous improvement of the quality management system:

1. PDCA—Plan, Do, Check, Act

- a. Plan—Recognize either an opportunity or a process that is out of order; plan a change
- b. Do—Test the change; carry out a small scale study
- c. Check—Review the study; analyze the results; identify what has been learned
- d. Act—Take action
- e. If desired results are not achieved, repeat the process.

2. Steps to Implement Change

- a. Ensure standardization and reproducibility;
- b. Work towards incremental improvement;
- c. Test to ensure the change delivers what is expected and improves the process;
- d. Employ transformational thinking when the issue warrants an approach other than problem-solving;
- e. Commit to thoroughly scrutinizing all proposed changes /revisions of the management system prior to implementation to ensure the established objectives are being met;



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- f. Ensure all changes/revisions are communicated to the appropriate personnel either in face-to-face meetings or in written form.

IV. Links—none