	<p style="text-align: center;"><i><b>Quality Manual</b></i></p> <p style="text-align: center;"><b>Pitt County Sheriff's Office Forensics Services Unit</b></p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;"><b>2018/10/11</b></p>	<p>Ver:</p> <p style="text-align: center;"><b>3</b></p>
<p><b>Section 1 - Scope/ Quality Policy Statement</b></p>			<p>Page #:</p> <p style="text-align: center;"><b>1 of 4</b></p>

## 1. Scope

It is the policy of Pitt County Sheriff's Office management that all operations performed in the Forensics Services Unit will conform to the practices described herein. All Pitt County Sheriff Office Forensics Services Unit employees will be familiar with this document and its subordinate documents and will implement the contained policies and procedures in their work.

This Quality Manual facilitates:

- recognition of technical competence for standardized methods, non-routine methods, and laboratory-developed methods we perform
- inspection and product certification capabilities and/or services we provide
- total quality for our administrative and technical systems
- regulatory authorities and accreditation bodies
- meeting the requirements of ISO 17025
- client satisfaction

### **Quality Policy Statement:**

Pitt County Forensic Services Unit pledges to ensure accurate and timely Drug testing, Blood Alcohol testing and Latent Print Examination. To continuously meet or exceed the stated or implied expectations of our clients.


a) *Management commitment to good professional practice and quality of services provided to the client:* tests are always carried out in accordance with stated standardized methods and client's requirements. Requests to perform tests that may jeopardize an objective result or have a low validity are rejected.

b) *Standards of service include:*

- Objective
- Accurate
- Timely
- Client Satisfaction

Excellence in the workplace is promoted by providing all employees with the knowledge, training, and tools necessary to allow for the completion of accurate and timely work.

c) *Purpose of management system related to quality:* to manage our activities by meeting the needs of our clients through acceptable practices in the field of forensic Services.

	<p style="text-align: center;"><i>Quality Manual</i></p> <p style="text-align: center;"><b>Pitt County Sheriff's Office Forensics Services Unit</b></p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;"><b>2018/10/11</b></p>	<p>Ver:</p> <p style="text-align: center;"><b>3</b></p>
<p><b>Section 1 - Scope/ Quality Policy Statement</b></p>			<p>Page #:</p> <p style="text-align: center;"><b>2 of 4</b></p>

d) *Personnel*: familiarize themselves with quality documentation and implement the policies and procedures in their work.

All Forensic personnel will follow and adhere to our Code of Ethics and the DOC# 1-D1, (Guiding Principles of Professional Responsibility for Forensic Service Provider and Forensic Personnel). The DOC# 1-D1 (Guiding Principles) is located on the Departmental Shared Drive and shall be reviewed annually by Laboratory Personnel. The review will be documented by training through e-mail routing.

### **The Code**


1. **Evidence** – Employees shall be unbiased and objective in all evidence examinations and assignments.
2. **Truth** – Employees shall seek to discover the scientific truth in the evidence and shall report their findings and represent their credentials accurately and unbiased way.
3. **Honesty** – Employees shall interact with others in a cooperative, respectful, and honest manner.
4. **Independence** – Employees shall perform their work in a manner independent of undue influence, whether real or perceived.
5. **Confidentiality** - Employees shall maintain confidentiality of restricted information obtained in the course of professional endeavors.
6. **Scientific** – Employees shall follow sound scientific techniques and practices.

Personnel who do not follow to or adhere to our Code of Ethics are subject to a range of disciplinary action which may include dismissal.

e) *Management is committed to complying with ISO 17025 international standards and to continually improves the effectiveness of the management system*: the objective of this Quality Manual is to document the compliant policies and associated procedures that are integrated into our daily activities. Continual improvements are established, implemented, and locked into the management system.

Additional objectives include:

*This document is not controlled if printed.*

	<p style="text-align: center;"><i><b>Quality Manual</b></i></p> <p style="text-align: center;"><b>Pitt County Sheriff's Office Forensics Services Unit</b></p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;"><b>2018/10/11</b></p>	<p>Ver:</p> <p style="text-align: center;"><b>3</b></p>
<p><b>Section 1 - Scope/ Quality Policy Statement</b></p>			<p>Page #:</p> <p style="text-align: center;"><b>3 of 4</b></p>


- to consistently improve laboratory performance
- to make test method changes to improve performance
- to participate in proficiency testing or quality evaluation programs with peer laboratories
- to ensure that all personnel are trained to a level of familiarity with the quality management system appropriate to the individual's degree of responsibility
- to improve and validate laboratory methodologies by participation in method validation and collaborative tests
- to establish and report on quality through SOP# *QSP 4-15-1, Management Review*

\_\_\_\_\_  
Lieutenant Ken Ross  
Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sergeant Wallace Moore  
Forensic Quality Manager

\_\_\_\_\_  
Date

	<p align="center"><b><i>Quality Manual</i></b></p> <p align="center"><b>Pitt County Sheriff's Office Forensics Services Unit</b></p> <p align="center"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p align="center"><b>2018/10/11</b></p>	<p>Ver:</p> <p align="center"><b>3</b></p>
<p><b>Section 1 - Scope/ Quality Policy Statement</b></p>			<p>Page #:</p> <p align="center"><b>4 of 4</b></p>

REVISION HISTORY		
CURRENT VERSION	EFFECTIVE DATE	SUMMARY OF CHANGES
1	2017/07/01	Original version saved in DM.
2	2018/04/01	Change Rev. to Ver. In header to match DM Document management also took out therefore in the scope. Replace revision history table.
3	2018/09/14	Add Reference to Guiding Principles and adopt ANAB Document as 1-D1 in controlled forms and logs on server. Detail annual review and how it is documented. Revised Quality Policy Statement.

*This document is not controlled if printed.*