

 <p align="center"><b>Corrective Action Request</b> Pitt County Sheriff's Office Forensics Services Unit <i>Issued by the Quality Manager</i></p>	Effective Date: <b>2018/04/01</b>	Ver: <b>3</b>
	Corrective Action Request	

## Corrective Action Request

**CAR#:** 19-005

To initiate a CAR, complete section I and return to the Quality Manager.

### Section I.

Originator: Frank Shaw

Date: 11/20/19

*State the nature of problem (or nonconformity or potential problem)*

Report for PCSO case 2019-00252 Item 3a lists examinations performed as "Marquis, Cobalt Thiocyanate, FTIR, GCMS". Case worksheet states that a Microcrystalline test was performed. This test method was not included on the report.

### Section II.

The Quality Manager will assign a unique CAR# (upper right of this form) and record it in the CAR/NCR log. The Quality Manager will designate a person responsible to investigate the root cause of the problem and identify an appropriate response date. The Quality Manager will sign and date this section.

Person responsible for investigating problem: Frank Shaw

Response required by: 12/2/2019 [1 week from date of issue if easily corrected]  
[1 month from date of issue if more involved]

Quality Manager: *William J. Morris II*

Date: 11/22/2019

### Section III.

The person responsible for investigating the problem will complete section III. This will (1) identify what caused the problem, and (2) detail a plan of action. This person will then sign-off, date, and re-submit this form to the Quality Manager.

#### Root cause?

-ISO 17025: 2017 standard 7.8.2.1 subclause f states that "Each report shall include...identification of the method used". PCSO Quality Manual Section 7.8.2.1 subclause f states that "Each report shall include...identification of the method used".

-Chemist usually highlights methods used on worksheet. In this case the Chemist did not highlight the Microcrystalline Test. This led to the method being left off of the report and being missed by the casefile reviewer.

#### Plan of Action:

-An amended report will be issued to include the Microcrystalline Test.

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Sign-off: DS

Date: 11/22/2019

**Section IV.**

If Plan of Action pertains to the Quality System, the Quality Manager will approve the plan and take action. If Plan of Action pertains to operations, the plan is forwarded to the Technical Leader for approval. The Technical Leader will approve the plan or decide on an alternative arrangement. If necessary, the Technical Leader will identify a person to take action on the above plan.

**Comments/Suggestions:**

Nancy Gregory shall issue new amended report and obsolete the current one. Once complete Tech Reviewer shall review and confirm information change.

Person responsible for action: TL Nancy Gregory and Tech Reviewer  
Chuck McClelland

Target completion date: 12/02/2019 [1 week from section III date if easily corrected]  
[1 month from section III date if more involved]

Technical Leader / Quality Manager: Walter J. Moore Jr

Date: 11/22/2019

**Section V.**

The person responsible for action will complete section V. This person will then sign-off, date, and re-submit this form to the Quality Manager.

**Action Taken:**

Verified Amended Report and release upon Tech Review

Sign-off: Chuck McClelland

Date: 11/26/2019

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## Section VI.

This section is completed by the Quality Manager/Technical Leader.

### *Final Resolution*

1. Did action correct the problem? yes
2. Was action taken a temporary or permanent action? permanent
3. Was corrective action closed? yes
4. Date corrective action closed. 11/26/2019
5. Was effectiveness verified? yes
6. Date effectiveness verified. 11/22/2019

### *Comments/Suggestions:*

Added "Obsolete to the naming of report one. Everything is complete and appears affective.

QM/TL:

Walter J. Moore Jr

Date: 11/26/2019

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