	<p style="text-align: center;">Quality Manual</p> <p style="text-align: center;">Pitt County Sheriff's Office Forensic Services Unit</p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;">2019/11/18</p>	<p>Ver:</p> <p style="text-align: center;">1</p>
<p>Section 3 - Terms and Definitions</p>			<p>Page #:</p> <p style="text-align: center;">1 of 5</p>


3. Terms and Definitions

For the purposes of this manual, the following documents and their corresponding definitions apply to ISO 17025:2017 & AR 3125.

- 3.1. **impartiality** - presence of objectivity
- 3.2. **complaint** – expression of dissatisfaction by any person or organization to a *laboratory* (3.6), relating to the activities or results of that laboratory, where a response is expected
- 3.3. **interlaboratory comparison** - organization, performance and evaluation of measurements or tests on the same or similar items by two or more laboratories in accordance with predetermined conditions
- 3.4. **intralaboratory comparison** – organization, performance and evaluation of measurements or tests on the same or similar items within the same *laboratory* (3.6) in accordance with predetermined conditions
- 3.5. **proficiency testing** – evaluation of participant performance against pre-established criteria by means of *interlaboratory comparisons* (3.3)
- 3.6. **laboratory** - body that performs one or more of the following activities: testing; calibration; sampling, associated with subsequent testing or calibration
- 3.7. **decision rule** - rule that describes how measurement uncertainty is accounted for when stating conformity with a specified requirement
- 3.8. **verification** – provision of objective evidence that a given item fulfils specified requirements

Example 1 Confirmation that a given reference material as claimed is homogeneous for the quantity value and measurement procedure concerned, down to a measurement portion having a mass of 10 mg.

Example 2 Confirmation that performance properties or legal requirements of a measuring system are achieved.


	<p style="text-align: center;">Quality Manual</p> <p style="text-align: center;">Pitt County Sheriff's Office Forensic Services Unit</p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;">2019/11/18</p>	<p>Ver:</p> <p style="text-align: center;">1</p>
<p>Section 3 - Terms and Definitions</p>			<p>Page #:</p> <p style="text-align: center;">2 of 5</p>

Example 3 Confirmation that a target measurement uncertainty can be met.

Example 4 Confirmation of a test result/opinion by performance of the comparison between the unknown and the known by a different person.


- 3.9. **validation** - *verification* (3.8), where the specified requirements are adequate for an intended use
- Example A measurement procedure, ordinarily used for the measurement of mass concentration of nitrogen in water, may be validated also for measurement of mass concentration of nitrogen in human serum.
- 3.10. **association** - a determination that a relationship exists between individuals and/or objects
- 3.11. **audit** – a systematic, independent, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled (ISO/IEC 17000:2004)
- 3.12. **certified reference material** (CRM) – reference material, characterized by a metrologically valid procedure for one or more specified properties, accompanied by a reference material certificate that provides the value of specified property its associated uncertainty, and a statement of metrological traceability (ISO Guide 30:2015, modified)
- 3.13. **competency test** - the evaluation of a person's knowledge, skills, and/or ability to perform work
- 3.14. **contract** – the agreement between the forensic service provider and the customer. A fee for service is not required
- 3.15. **customer** - a person or organization that could or does receive a product or a service that is intended for or required by this person or organization. A customer can be internal or external to the forensic service provider
- 3.16. **director** - the highest ranking manager
- 3.17. **discipline** - a major area of activity in forensic science
- 3.18. **individual characteristic database** - a computerized, searchable collection of features, generated from samples of known origin from

This document is not controlled if printed.

	<p style="text-align: center;">Quality Manual</p> <p style="text-align: center;">Pitt County Sheriff's Office Forensic Services Unit</p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;">2019/11/18</p>	<p>Ver:</p> <p style="text-align: center;">1</p>
<p>Section 3 - Terms and Definitions</p>			<p>Page #:</p> <p style="text-align: center;">3 of 5</p>


which individual characteristic information originates (e.g., DNA profiles, friction ridge data, or firearm bullet/cartridge case images)

- 3.19. **reagent** - a substance used because of its known chemical or biological activity
 - 3.20. **reference collection** - data or materials of known origin or property, which are maintained for identification, comparison, or interpretation purposes (e.g., mass spectra, motor vehicle paints, wood fragments, firearms, ammunition)
 - 3.21. **reference material (RM)** - material, sufficiently homogeneous and stable with respect to one or more specified properties, which has been established to be fit for its intended use in a measurement process (ISO Guide 30:2015)
 - 3.22. **reference material producer (RMP)** - body (organization or company, public or private) that is fully responsible for project planning and management; assignment of, and decision on property values and relevant uncertainties; authorization of property values; and issuance of a reference material certificate or other statements for the reference material it produces (ISO 17034:2016)
 - 3.23. **reference standard** - a measurement standard designated for the calibration of other measurement standards for quantities of a given kind in a given organization or at a given location (JCGM 200:2012)
 - 3.24. **request** - the process utilized by a customer when seeking services from the forensic service provider
 - 3.25. **sampling** - selection of a sample for testing, according to a procedure (ISO/IEC 17000, modified). The approach to sampling can be either non-statistical or statistical
 - 3.26. **tender** - the response to the customer request for services. This may include an automated notification
- **shall** – a requirement
 - **should** – a recommendation
 - **may** – indicates a permission
 - **can** – indicates a possibility or capability

	<p style="text-align: center;"><i>Quality Manual</i></p> <p style="text-align: center;">Pitt County Sheriff's Office Forensic Services Unit</p> <p style="text-align: center;"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p style="text-align: center;">2019/11/18</p>	<p>Ver:</p> <p style="text-align: center;">1</p>
<p>Section 3 - Terms and Definitions</p>			<p>Page #:</p> <p style="text-align: center;">4 of 5</p>

- **sample** – portion drawn from a whole or population for the purpose of examination/testing, not necessarily representative of the whole
- **sample selection** – a practice of selecting items to test, or portions of items to test, based on training, experience and competence. In sample selection, there is no assumption about homogeneity

****See Appropriate Sections and Procedures for additional Terms and Definitions.**

	<p align="center"><i>Quality Manual</i></p> <p align="center">Pitt County Sheriff's Office Forensic Services Unit</p> <p align="center"><i>Issued by the Quality Manager</i></p>	<p>Effective Date:</p> <p align="center">2019/11/18</p>	<p>Ver:</p> <p align="center">1</p>
<p align="center">Section 3 - Terms and Definitions</p>			<p>Page #:</p> <p align="center">5 of 5</p>

REVISION HISTORY		
CURRENT VERSION	EFFECTIVE DATE	SUMMARY OF CHANGES
1	2019/11/18	Original version

This document is not controlled if printed.