



Technology Transition Workshop | *David L. Sylvester*

Field Investigation Drug Officer Program Quality Management

Quality Assurance Defined

- Quality assurance refers to a planned and systematic process that provides confidence in a product's and/or service's suitability for its intended purpose
- It is a set of activities intended to ensure that products and/or services satisfy customer requirements in a systematic, reliable fashion

Quality Control

- It is the goal of this recommended practice guide to provide a quality framework for managing the field investigative processing of drug cases
- A documented quality management system for this program is imperative and must include clearly articulated responsibilities and provide for accountability of personnel

Quality Statement

- The Field Investigation Drug Officer (FIDO) Unit must be committed to assuring that the highest quality of drug field testing services are provided
- Quality assurance must begin with the initial investigative contact, continue through the drug field testing process, and culminate in the ability to provide accurate reports and expert testimony

Quality Goals

- **Quality**
 - To maintain and improve the quality of drug field testing services
- **Awareness**
 - Increase the awareness of law enforcement officers of the need for high quality testing
 - Make suggestions for improvement when appropriate
 - Provide each officer with the confidence that quality service is being provided
 - Assess the quality of work performed

Quality Goals

- **Problem Identification**
 - To identify quality-related problems in all areas of drug field testing operations
- **Problem Prevention/Correction**
 - To provide early identification and correction of problems and potential problems, avoiding recurrences and more serious problems

Quality Management

- The upper-level management personnel of the agency are ultimately responsible for the quality of the drug field testing program
- Designated individual(s) should be selected to serve as FIDO manager of quality within the Field Investigation Drug Officer Program

Quality Management Responsibilities

- Monitoring and review of all drug field testing practices that affect the quality of testing results
- Annual review of all documentation related to program management and operations as specified in agency operational policies
- Annual summary review and reporting of the FIDO Program

Quality Management Responsibilities

- Scheduling, monitoring and/or conducting of audits of drug field testing services to verify compliance with policies and procedures
- Monitoring of all corrective action recommendations and implementations

Auditing and Reporting

- The agency should establish an annual procedure for the auditing of drug field testing operations including reviews of:
 - training protocols
 - testing methods
 - quality assurance components
 - competency assessments
 - storage and control of documents

Auditing and Reporting

- Supervisors are responsible for the daily quality compliance of their respective drug field testing officers to include:
 - compliance with the training program
 - performance appraisal system
 - casework review
 - proficiency testing
 - method and reagent validation
 - witness critique

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