Management Review

1.   *Purpose*

Details the process and timeframe of the yearly management review.

2.   *Summary*

The laboratory is committed to continuous improvement. As such, at the completion of each calendar year a review by management staff is necessary to identify deficiencies and opportunities for improvement and evaluate the internal processes and quality management system. The management review process is outlined in this document.

3.   *Procedure*

1. Management Review objectives
   a. The goal of management review is to ensure the facility's management system continues to be suitable, adequate, and effective.
2. Timeframe
   a. The laboratory will conduct a management review in the first quarter of the following calendar year (i.e. management review of 2020 will be done in the first quarter of 2021).
3. Personnel
   a. The following individuals (or designees) must attend the management review (at minimum).
      i. Chief Executive Officer (board of directors designee).
      ii. Laboratory Director.
      iii. Forensic DNA Technical Leader.
4. Criteria
   a. A review of action items from previous management review(s).
   b. Fulfillment of objectives.
      i. This is an assessment of how well the laboratory met the objectives denoted in ADM-100 Vision and Mission.
   c. Issues (internal and external) relevant to the laboratory.
   d. Suitability of policies and procedures.
      i. This should be a review of the DNA Technical leader's yearly assessment of the laboratory's quality system.
         1. This includes an assessment by the DNA TL as to assurance of the validity of results.
   e. Audit/Assessment review
      i. Both internal and external.
   f. Corrective and preventative action review.
      i. This will include an assessment of the effectiveness of any improvements.
   g. Validation review
   h. Training/Competency review.
   i. Customer feedback.
   j. Internal feedback.
   k. Review of work.
      i. Volume.
         1. Submissions.
         2. Completed cases.
         3. Case types (prelim, final, case review).
      ii. Timeframe.
         1. Turn around time.
   l. Adequacy of resources.
   m. Risk identification.
5. The management review will be documented in DOC-319 Management Review
   a. This documentation will include summaries for each criteria mentioned above.
   b. A general assessment as to the effectiveness of the management system.
   c. Suggested improvements.
   d. Needed resources.
   e. Recommendations for change.

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4. *References*

N/A

Definitions

N/A