



Intermountain Forensics

SOP #

ADM-120

Revision #

01

Forensic DNA Technical Leader Approval

Issue Date

Aimee Walker

02/01/2023

Externally Provided Products and Services

1. Purpose

This document summarizes the policy and procedure of the Intermountain Forensics Laboratory for the procurement of externally provided products and the use of externally provided services to ensure that only suitable externally provided products and services that affect laboratory activities are used.

2. Summary

Describes the policy and procedures utilized to ensure that only suitable externally provided products and services that affect laboratory activities are used, when such products and services are intended for incorporation into the laboratory's own activities; are provided, in part or in full, directly to the customer by the laboratory, as received from the external provider; or are used to support the operation of the laboratory. Additionally, it provides the methods in which Intermountain Forensics communicates its requirements to external providers.

3. Procedure

1. Intermountain Forensics will evaluate suppliers of consumables, supplies and services which affect the quality of testing and calibration. Whenever possible the laboratory will purchase/source:
 - a. Reference materials from providers with ISO 17034 (or G34 or equivalent) accreditation; additionally, ISO 9000 series/QS9000 accreditation is preferred but not required.
 - b. Service products from suppliers that have a registered ISO 9000 series, ISO 17025, ISO 13485, or equivalent management system.
 - c. Proficiency tests from vendors accredited to ISO 17043 and/or those approved by forensic discipline certification bodies.
 - d. Calibration services from laboratories accredited to ISO/IEC 17025.
 - e. Minority-owned, Women-owned, and/or Veteran Owned businesses which also meet the additional criteria of a qualified vendor
2. An equivalent supplier or vendor may be used when an accredited/certified supplier is not available. The equivalent supplier/vendor must provide a product that meets the specification of the intended procedure. When an equivalent agency is used, the evaluation will be documented and maintained in the Quality Management System Records using DOC-325 Vendor Evaluation Form.
3. Continued compliance with the above requirements will be ensured by maintaining an internal database of approved vendors/suppliers and their current accreditation certificates (and documentation of scope), where applicable.
4. If a problem is encountered with a vendor's service or product that will affect the quality of the Laboratory's work product, the product or service will not be used. Personnel encountering the problem will immediately notify the DNA Technical Leader. The DNA Technical Leader will



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immediately notify all affected parties. Then the DNA Technical Leader will implement corrective action procedures as delineated in ADM-109 Corrective and Preventative Action Reports.

5. The requirements to external providers shall be communicated by:
 - a. The products and services to be provided through the orders submitted or in the form of a contract or memorandum of understanding, as appropriate
 - b. The acceptance criteria for products or services, as applicable
 - c. Competence, including any required qualification of personnel, as applicable, in the form of written documentation
6. Additional Considerations for Contracting and Subcontracting of Testing Services
 - a. Intermountain Forensics may sub-contract work due to need for further expertise or temporary incapacity. Work may be sub-contracted unexpectedly, or it may occur on a continuing basis using a sub-contracting agreement.
 - b. The sub-contractor must be deemed competent by Intermountain Forensics to perform the required testing. DOC-325 Vendor Evaluation Form must be completed when using a new provider.
 - c. If the vendor is performing casework as a contracted employee of Intermountain Forensics, appropriate training, competency testing, and authorization, as outlined in ADM-107 Training should be completed. The authorization should specify the activity/activities that the contractor/subcontractor may perform.
7. Purchasing Process
 - a. All supply and service requests are reviewed and approved by appropriate Management prior to purchase.
 - b. Supply or service requests for laboratory supplies or services will include a description of the services and supplies ordered, and may include, but are not limited to, the type, class, grade, precise identification, specifications, drawings, inspection instructions, or other technical data (including approval of test results, the quality required, and the management system standards from which they are made). Supply descriptions and service requests can include many details including, but not limited to, identification numbers, specifications, and inspection instructions.
 - c. Purchased supplies, reagents, and consumable materials that affect the quality of testing will not be used until they have been inspected and deemed suitable for use.
 - d. The inspection process will consist of two parts:
 1. Assess the product(s) to ensure that it arrived in a non-damaged condition (i.e., ensure physical integrity).
 2. Verify material received matches the supply order submitted. (This may include verifying the listed catalog or product number, item description, and/or technical specifications.) Critical Reagents will additionally undergo evaluation as outlined in RGT-200 Reagents.



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4. *References*

N/A

5. *Definitions*

N/A