



# Quality Assurance – A paradoxon ?

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**Institut of Criminalistics – 60 anniversary**

**Prague, October 10th 2018**



BOARD

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*Chairman Designate*

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- **Relevant Documents**



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- **Challenges / Future**

# Relevant Standards:



- **ISO 17025:2018**
  - **General requirements for the competence of testing and calibration laboratories**
- **ISO 17020:2012**
  - **Conformity assessment - Requirements for the operation of various types of bodies performing inspection**
- **ILAC G19:08/2014**
  - **Modules in a Forensic Science Process**
  - **Multilateral agreement and mutual acknowledgment of documents between European-co-operation for Accreditation (EA), International Accreditation Forum (IAF) and International Laboratory Accreditation Cooperation (ILAC)**
- **ISO/IEC 17043:2010**
  - **Conformity assessment -- General requirements for proficiency testing**



# Relevant Standards:



- **TC 272 ISO 21043 : Forensic Sciences**
  - **since 2015 under construction**
  - **ca. 2022 planned implementation**
  - **5 separate and individual Sub-documents**
  - **already acknowledged by EN**
    - **BUT: Accreditation ≠ Certification ≠ Technical Standard**
  - **1 standard in close relation to Forensics on Consumables (WG3)**
    - **ISO WD 20964 – Specification for consumables used in the forensic process: Requirements for product manufacturing and kit assembly**



# TC 272 ISO 21043 Part 1 - 5 : Forensic Sciences



- **Part 1: Terms and definitions (ISO 21043-1:2017)**
- **Part 2: Recognition, recording, recovering, transport and storage of material (ISO 21043-2)**
- **Part 3: Analysis and examination of material (ISO WD 21043-3)**
  - **Convenor: The Netherlands**
- **Part 4: Interpretation (ISO WD 21043-4)**
  - **Convenor: The Netherlands**
- **Part 5: Reporting (ISO WD 21043-5)**
  - **Convenor: Australia**



# Paradoxon of Quality Assurance



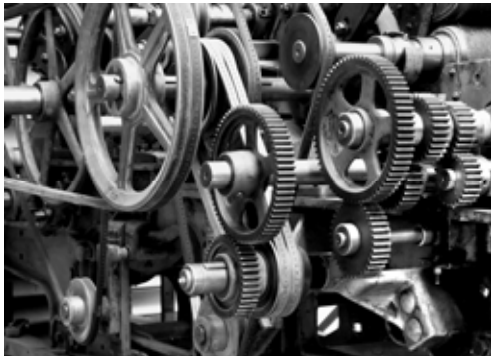
- **What I do, I do not recognize (timely/consequences). What I intend to do, I do not, but what I hate, this I do**
- **Any measure which does not improve the process in effectivity or efficiency is not a quality improvement**
  - **Efficiency:** Do the things right; Speed up, prevent doubling actions (administration, multiple control mechanisms for the same thing)
  - **Effectivity:** Do the right things; Prevent mistakes, Fit for purpose; Meet customers need
- **What 'goes up' by the taken measure /improvement?**



# Challenges and Chances in Quality Assurance



- **Challenge: QA/Accreditation became a 'business'**
  - requirement of increased documentation
  - overlapping requirements
    - like personal certification additional to lab accreditation
  - all-over chain of evidence
- **Steering or steered ?**



# Challenges and Chances in Quality Assurance

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- **Chance: SIMPLICITY**
  - reduction to the key-factors is not at all 'quick and dirty'
  - Ockhams Razor Blade





# Lessons learned

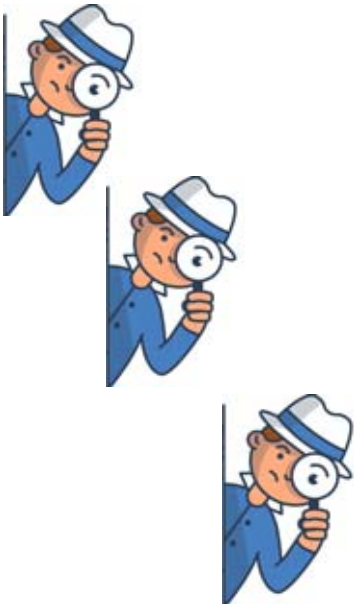


- **Size of documents**
  - if it's not read, it's dead
  - trained staff or monkey?



- **Validation**
  - qualitative / quantitative / comparative
  - Validation Plan / Data Documentation / Validation Report
  - Great inconsistency between department in the same (big) organisation

# Lessons learned



## ■ Controlling

- if the control is controlled, something goes really wrong!
- Trust means courage and responsibility on both sides
  - Degrees of delegation
- Mistakes will happen!
  - Adequate reaction (nescience, ignorance, intension, attitude?)

# Lessons learned



- **Go straight**
  - praise of multi-tasking is refuted
  - question administrative/decision making steps
- **Product development and introduction**
  - include customer/practitioner from the beginning



# Lessons learned



- **Assessors and 'False Prophets'**
  - **Non-conformities - where is it written?**

# Lessons learned



## ■ RESERVE!



- **Peak Performance – Power of endurance - Breaks**
- **Releasing the own stocks / outsourcing is managerial short term thinking**
  - 'goods to the street'
  - is recuperation a private matter
- **Lack of reserve is a risk! → ISO 17025:2017 Chap. 8.5.**

Future



Happy Birthday!

