

## Purpose

---

This procedure provides guidance for promoting and stimulating a competent work force and the effective management of LSD&FC personnel.

Personnel management includes: 1) hiring and developing employees so that they become more valuable to the laboratory, 2) conducting job analyses, 3) planning personnel needs, and recruitment, 4) selecting the right people for the job, 5) orienting and training, 6) determining and managing wages and salaries, 7) providing benefits and incentives and 8) appraising performance.

This SOP applies to all technical personnel at LSDFC.

## Guidelines and Requirements

---

- ISO/IEC 17025: 2017 (E) Standards.
- R104 - A2LA General Requirements – ISO/IEC 17025:2017 Accreditation of Field Testing and Field Calibration Laboratories.
- R103 – General Requirements: Proficiency testing for ISO/IEC 17025 Laboratories.
- R103a – Annex: Proficiency Testing for ISO/IEC 17025 Laboratories.
- P113 - A2LA Policy on Measurement Traceability for Life Sciences Testing and Forensic Conformity Assessment Bodies (CABs).
- P113a – Policy on Reference Material Traceability for Life Sciences Testing Laboratories.

## Procedure

### Management Responsibilities

---

1. LSD&FC Management is responsible for maintaining job descriptions, determining pay scale, posting job positions, recruiting for job positions, performing necessary employee health screening, and maintaining inclusive dates of employment.
2. The Center Director is responsible for determining job qualifications, interviewing candidates, and hiring candidates.



## Personnel Hiring & Development

---

1. Laboratory personnel are critical to the operation of a quality management system.
2. As a vital resource it is important to hire individuals who possess integrity and recognize the significance of their work.
3. Recruiting and retaining qualified staff is essential to the maintenance of laboratory quality.
4. Executive management is responsible for providing the following:
  - Hire the appropriate number of staff to perform the workload.
  - Verify the applicant's education, experience and qualifications.
  - Provide orientation for new employees.
  - Provide Health and Safety Training for each employee.
  - Develop complete and thorough job descriptions for each employee.
  - Train each employee for their specific duties.
  - Conduct and record competency assessments for each employee.
  - Provide opportunities for continuing education or new techniques or existing methods.
  - Conduct annual employee performance appraisals.
  - Provide the team with motivation and emphasis on the importance of all positions within the LSD&FC laboratory.
  - Provide a good working environment to ensure the retention of staff.
5. LSD&FC strives to obtain and retain personnel who are the best qualified for the position and provide the excellent services, using methods that meet or exceed the applicable legal and regulatory requirements.

## Adequate Staffing

---

1. LSD&FC shall employ an adequate number of qualified individuals to perform high quality forensic casework analysis based upon regular review of staffing and forensic case load capacities.



## Personnel Qualification & Job Descriptions

1. Management shall determine applicable personnel qualifications for all positions within the laboratory. These shall include requirements for knowledge, education, skills, and experience.
2. Job descriptions define appropriate qualifications (defined as education, training, and experience) for each position and shall be kept current.
3. Personnel performing critical tasks are qualified based on the appropriate education, training, and experience.

## Orientation

1. Management shall provide an introduction of their new work environment to each new employee.
2. Orientation shall include the following:
  - Introduction to new specific tasks or duties & job description
  - Work schedule
  - Tour of the LSD&FC laboratory
  - Key personnel and lines of authority
  - Policies and Procedures
  - Health & Safety
  - How to find necessary resources
  - Ethics
  - Confidentiality
  - Benefits

## Training

1. LSD&FC maintains a process for identifying training needs, and a process for training personnel who perform activities affecting quality.
2. To ensure employees have the requisite knowledge, skills and abilities to perform assigned tasks, all personnel shall complete a training program before being assigned independent work.
3. The LSD&FC Training manual outlines the Training and Education program. Each employee will meet with their Supervisor to develop a training program specific for their job description, duties, tasks and laboratory experience.

## Competency

---

1. Competency is defined as the application of knowledge, skills and actions used in performing specific job tasks.
2. The quality of laboratory processes depends on the competency of employees throughout the entire analysis process.
3. The competency assessment is a means for measuring and documenting the knowledge, skills and abilities to perform tasks prior to working with casework.
4. Competency shall be evaluated at the time of hire and on a regular recurring basis.
5. LSD&FC maintains processes for evaluating competence after initial training and for evaluating continued competence at specified intervals.
6. The goal of the training and education program is to ensure personnel possess the knowledge, skills and abilities to perform assigned work.
7. Competence will be assessed with oral, written and observed activities.

## Training & Education Manual

---

1. Training is the process which provides and develops, knowledge, skills and abilities to perform duties.
2. Re-training will be performed when a competency assessment reveals the need for improving an employee's knowledge and skills.
3. Cross training will be provided as an opportunity for staff to acquire new skills.
4. Continuing education will be provided to bring employees up to date in their relevant field of expertise.
5. LSD&FC shall maintain a Training and Education Manual for each employee.
6. As appropriate, the Training and Education manual may include the following records:
  - Transcripts
  - Job Description
  - Resume
  - Training
  - Continuing Education
  - Literature Review
  - Health and Safety Training
  - Competency Assessments
  - Publications, if applicable
  - Memberships
  - Certificates of Qualification

## Performance Evaluation

---

1. Employees shall have an evaluation of their overall work performance.
2. The following elements shall be evaluated in accordance with the Quality Manual 6.1.3
  - Ability to work independently
  - Adherence to policies and procedures
  - Observance of Health & Safety
  - Communication Skills
  - Customer Service
  - Punctuality
  - Quality of work
  - Professional behavior
  - Suggestions for improvement

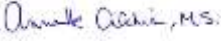
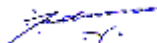
## Personnel Records

---

1. Management at LSD&FC shall maintain personnel records for each employee.
2. Personnel records include the following:
  - a. Application
  - b. Resume
  - c. Employment offer
  - d. Job Description
  - e. Personnel actions (disciplinary)
  - f. Leave records
  - g. Health information (work injury, occupational exposure hazards, vaccine status)
  - h. Personnel appraisals
  - i. Emergency Contact information
3. Personnel records shall be kept in a secure site to protect employee confidentiality.
4. Essential records shall be maintained in the employees training and education manual.



## Procedure Review, Sign Off & Effective Date

<b>Procedure History</b>			
<b>Initial Version Created</b>			
<b>Author</b>		<b>Date</b>	
Shelley Johnson, MFS		September 1, 2017	
<b>Current Version</b>		<b>Effective Date</b>	
v3.0		October 15, 2019	
<b>Review &amp; Approval History</b>			
<b>Date</b>	<b>Reviewed &amp; Approved by</b>	<b>Title</b>	
10/15/2019		Annette Alchin, MFS Director, DNA Technical Leader	
10/15/2019		Richard I. Somiari, PhD Center Director	
<b>Revision History</b>			
<b>Date</b>	<b>Reason for Revision</b>	<b>Reviser</b>	<b>Version being changed</b>
10/15/2019	Updated Guidelines and Requirements Made administrative changes Removed Review History	Lanre Banjo	v2.0