



# **Society for Wildlife Forensic Science Quality Manual Template**

**This is a template document.**

**You need to make substantial changes to this document to make it suitable for your laboratory.**

*All text in grey italics is intended to provide guidance as you are authoring your laboratory manual and is not intended to provide actual text for your manual. Footnotes provide additional guidance.*

<b>1.0</b>	<b>Scope</b>	<b>3</b>
<b>2.0</b>	<b>Normative References</b>	<b>3</b>
<b>3.0</b>	<b>Terms and Definitions</b>	<b>4</b>
<b>4.0</b>	<b>Impartiality and Confidentiality</b>	<b>5</b>
<b>5.0</b>	<b>Structural Requirements</b>	<b>6</b>
5.1	Organization and Forensic Scope	6
5.2	Authorities and responsibilities	6
<b>6.0</b>	<b>Quality Management System (QMS)</b>	<b>7</b>
6.1	General	7
6.2	Quality Management System Documentation	7
6.3	Control of Quality Management System documents	8
6.4	Control of records	8
6.5	Risks and Opportunities	9
6.6	Improvement	9
6.7	Nonconforming Work and Corrective Actions	9
6.8	Complaints	10
6.9	Internal audits	11
6.10	Management Reviews	11
<b>7.0</b>	<b>Resource Requirements</b>	<b>12</b>
7.1	General	12
7.2	Personnel	12
7.3	Facilities and environmental conditions	12
7.4	Equipment	13
7.5	Metrological traceability	15
7.6	Externally provided products and services	15
<b>8.0</b>	<b>Process Requirements</b>	<b>16</b>
8.1	Review of requests and agreements for wildlife forensic testing	16
8.2	Selection, verification and validation of methods	17
8.3	Sampling	18
8.4	Handling of Evidence	19
8.5	Technical records (the Case File)	20
8.6	Evaluation of uncertainty	20
8.7	Ensuring the validity of results	21
8.8	Reporting of results	22
8.9	Control of data and information management	23
<b>9.0</b>	<b>Appendix</b>	<b>24</b>

## 1.0 Scope<sup>1,2</sup>

The insert laboratory name is an evidence testing laboratory where forensic type of analyses performed tests on non-human forensic biological evidence are conducted.

The purpose of this quality manual is to provide a written directive intended to promote an effective quality assurance environment within the insert laboratory name, assist members of the laboratory in performing their duties, and ensure information generated by the laboratory is reliable, precise and accurate.

## 2.0 Normative References<sup>3</sup>

The following referenced documents are used to develop the Quality Management System used in the laboratory name. For all references, only the edition cited applies.

ISO /IEC 17025:2017, General requirements for the competence of testing and calibration laboratories. *This document is hereafter referred to as "ISO"*

SWFS Technical Working Group (2018) Standards and Guidelines for Wildlife Forensic Analysis, Version 3. Published by the Society for Wildlife Forensic Science, 19th November 2018, pp.21. *This document is hereafter referred to as "SWFS S&G"*

*List any other documents on which your manuals are based, including any supplemental standards, parent organization requirements, or other international standards.*

*This document incorporates the detail required for the major clauses of ISO, however the order has been altered to bring the section on Quality Management Systems (section 8 in ISO) forward to section 6 in this document. Footnotes provide links to the specific clauses covered.*

---

<sup>1</sup> Use this section to define the scope of your work. It does not need to be a detailed description, just a general statement about your work.

<sup>2</sup> When writing your Quality Management System, be careful to write about your policies and procedures in only one place in your documentation. Instead of writing about a policy in multiple places, reference the one place it is stated. If you are careful to write in this way, you will only need to modify one area of your documentation when policies and procedure change.

<sup>3</sup> Compliance - The documents listed here were used to create this Quality Manual Template. The Quality Manual Template is compliant with both ISO and the SWFS S&G. If you choose to remove any sentences or sections, your document may no longer be compliant to these standards.