



Maine State Police Crime Laboratory

Quality Policy Statement

The Maine State Police Crime Laboratory is a division of the Maine State Police, State of Maine Department of Public Safety. The laboratory is publicly funded and does not charge customers for services provided. The laboratory is committed to providing the best quality service available to its customers, the members of the criminal justice community in Maine. The laboratory will work with our customers to ensure proper communication channels; clarifying customer requests and needs; and monitoring the laboratory performance in relation to the work performed.

The laboratory maintains a management system to provide the criminal justice community with the continuing confidence that laboratory results are and remain accurate, impartial, and relevant. This applies not only to the actual technical laboratory work performed, but also to written reports that are generated, and to courtroom testimony provided by the scientific staff. The laboratory is also committed to meeting the needs of the customers and to remaining in compliance with any statutory or regulatory requirements governing the work produced.

The management system includes the quality, administrative and technical operations of the laboratory and is defined in the laboratory policies and methods. The laboratory maintains quality documents which outline the policies that affect all laboratory staff. Each analytical section maintains discipline specific policies, methods and forms. All laboratory staff members are expected to understand and support the policies outlined in the quality documents and in the discipline specific documents. All facets of the management system, including this Quality Policy Statement, are issued under the authority of the Laboratory Director.

Competency can be achieved at the Maine State Police Crime Laboratory through initial training, laboratory experience, supervision of casework, continuing education through professional development, proficiency testing, and an appreciation of the scientific protocol/methodology. Staff will maintain competence through employee development programs, continuing education, continued proficiency testing, reviewing relevant scientific literature, etc. All laboratory staff members are expected to maintain a steadfast code of ethics and integrity.

Laboratory management is committed to continual improvement of the management system as defined in the quality documents maintained by the laboratory. The quality system is designed to ensure the integrity of the work product and to comply with ISO 17025 accreditation standards, ANAB accreditation standards, *FBI Quality Assurance Standards for Forensic DNA Testing Laboratories* and the *FBI Quality Assurance Standards for DNA Databasing Laboratories*.

All laboratory operations performed in the permanent facilities as well as off-site facilities will conform to the practices described in the quality documents and the section specific documents.