

Unit - Manual# - Section FSQA-M1-1.0	Mesa Public Safety Support Department Forensic Services Quality Policies Manual	Effective Date 7/2/2025
Approved Krista Placko	Mission and Quality Policy Statements	Page 1 of 2

1. Mission Statement

Forensic Services' mission is to provide high quality, accurate, objective and timely forensic science examinations, including scientific analysis and crime scene processing, to the Mesa Police Department, the Gilbert Police Department, the Tempe Police Department, the Queen Creek Police Department, other law enforcement agencies and the criminal justice community.

2. Quality Policy Statement

Forensic Services is committed to the relentless pursuit of quality and to providing the law enforcement and criminal justice communities with the highest quality forensic science services in a timely manner. This applies not only to the laboratory work, but also to the processing of crime scenes, written reports that are generated, and the expert witness testimony provided by Forensic Services members. To meet this commitment, Forensic Services has established an extensive quality system that provides accurate and impartial laboratory results to law enforcement and criminal justice organizations. This Quality Policies Manual and the Quality Procedures Manual incorporate the policies and procedures necessary to meet these commitments.

3. Quality Objectives

It is incumbent upon all Forensic Services members to familiarize themselves with the quality documentation applicable to their work and implement the appropriate policies and procedures in their everyday activities. The management system documents and test methods are included as training elements in the laboratory's training program addressed in the laboratory training manuals. This ensures that staff are familiar with the quality documentation and implements the quality policies and procedures in their work.

The entire staff of Forensic Services will adhere to the spirit and intent of the quality program described in this manual, in the Mission Statement and the Quality Policy Statement. Quality assurance is a dynamic endeavor requiring maintenance and oversight of all systems. The commitment to implement a successful Forensic Services Quality Management System begins at the highest levels of management with the Forensic Services Manager, supported by the Quality Manager. We are committed to supporting a quality system based on the compliance of all members to the standards required by the ANSI National Accreditation Board ([ANAB](#)).

The main objectives of the management system, which fulfill the Quality Policy, are:

- To follow the standards of ethical conduct stated in the ANAB *Guiding Principles of Professional Responsibility for Forensic Services Providers and Forensic Personnel* ([GD 3150](#))

Unit - Manual# - Section FSQA-M1-1.0	Mesa Public Safety Support Department Forensic Services Quality Policies Manual	Effective Date 7/2/2025
Approved Krista Placko	Mission and Quality Policy Statements	Page 2 of 2

- To define Forensic Services standard of service by meeting or exceeding the current revisions of the ISO/IEC 17025 Standard, ANAB AR 3125 Accreditation Requirements for Forensic Testing and Calibration Laboratories, and applicable FBI Quality Assurance Standards
- To continually improve the effectiveness of the management system
- To preserve the integrity of evidence
- To use validated procedures that are reliable, reproducible and which serve their intended purpose with respect to precision, accuracy, sensitivity, and specificity
- To provide early identification and correction of problems and potential problems, so that re-occurrences and more serious situations can be avoided
- To ensure the presentation of the results of analyses and examinations in reports and testimonies are scientifically accurate, unbiased, objective, and easily understood by its customers
- To evaluate the effectiveness of the management system established for laboratory operations through the use of internal audits and a biannual management review
- To maintain accreditation through the ANAB ISO/IEC 17025 Forensic Testing and Calibration Laboratories Accreditation program
- To ensure the validity of examination results by utilizing appropriate quality control, and technical and administrative review processes
- To achieve technical proficiency by a combination of training, demonstrated competency, experience, casework supervision, proficiency testing, and continuing education through a professional development program
- To preserve Forensic Services' institutional knowledge
- To advance the knowledge of forensic science and crime scene processing

4. RELATED DOCUMENTS AND LINKS

Quality Policies Manual, section 8.2, [Management System](#)

ANSI National Accreditation Board ([ANAB](#)) ISO/IEC 17025 [Forensic Testing and Calibration Laboratories Accreditation program](#)

ANSI National Accreditation Board ([ANAB](#)) ISO/IEC 17025:2017 - Accreditation Requirements For Forensic Testing and Calibration Laboratories ([AR3125](#))

ISO/IEC 17025:2017, General Requirements for the Competence of Testing and Calibration Laboratories

ANAB [Guiding Principles of Professional Responsibility for Forensic Service Providers and Forensic Personnel](#)