



# Oklahoma State Bureau of Investigation

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## Customer Notification: EVIDENCE DESCRIPTION ACCURACY

Effective July 15, 2019, the Oklahoma State Bureau of Investigation (OSBI) Criminalistics Services Division (CSD) updated the Laboratory Quality Manual in order to comply with national accreditation standards and requirements. As a result of the updates to the standards and Laboratory Quality Manual, there have been changes to the requirements regarding evidence descriptions on the Requests for Laboratory Examination (RFLE) submittal form.

OSBI CSD Quality Manual section 7.4.3 states: "When evidence is received, any abnormalities regarding the packaging or condition of evidence will be recorded. If there is doubt whether the item is suitable for testing or **if the item does not match the description provided, the customer will be consulted for clarification** and the conversation recorded" in our casefile.

The OSBI Laboratory is currently monitoring the frequency of this issue in cases submitted in order to determine the impact on overall turnaround time.

This customer notification is to serve two purposes:

1. The OSBI Laboratory wishes to notify our customers that cases having evidence descriptions that differ from the actual evidence submitted will have processing/analysis delays while the Criminalist contacts the agency for clarification/verification of the appropriate evidence description (i.e. pill counts, additional items not listed, etc.).
2. As our customer, your attention to detail and accuracy when filling in the submittal form is not only greatly appreciated, but will also allow our Criminalists to process your cases in a faster manner.

We appreciate your attention to helping us adhere to this mandate, as well as your understanding of this accreditation requirement.

If you have any questions regarding this notification, please, contact OSBI Laboratory Director Andrea Fielding or Quality Manager Janice Joslin.

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Thank you,

Janice Joslin

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