



ARKANSAS STATE CRIME LABORATORY



Evidence Receiving Quality Manual

**Executive Director:
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SECTION 4 MANAGEMENT REQUIREMENTS.....	3
4.1 ORGANIZATION	3
4.2 MANAGEMENT SYSTEM.....	6
4.4 REVIEW OF REQUESTS, TENDERS AND CONTRACTS.....	8
4.5 SUBCONTRACTING OF TESTS AND CALIBRATIONS.....	9
4.6 PURCHASING SERVICES AND SUPPLIES	10
4.7 SERVICE TO THE CUSTOMER.....	11
4.8 COMPLAINTS	12
4.9 CONTROL OF NONCONFORMING TESTING	13
4.10 IMPROVEMENT	14
4.11 CORRECTIVE ACTION	15
4.12 PREVENTIVE ACTION	16
4.13 RECORD STORAGE AND RETENTION.....	17
4.14 INTERNAL AUDITS.....	18
4.15 MANAGEMENT REVIEWS	19
SECTION 5 TECHNICAL REQUIREMENTS	20
5.1 GENERAL	20
5.2 PERSONNEL.....	21
5.3 ACCOMMODATION AND ENVIRONMENTAL CONDITIONS.....	23
5.4 TEST METHODS AND METHOD VALIDATION.....	24
5.5 EQUIPMENT	25
5.6 MEASUREMENT TRACEABILITY	26
5.7 SAMPLING.....	27
5.8 HANDLING OF TEST ITEMS.....	28
5.9 ASSURING THE QUALITY OF TEST RESULTS.....	33
5.10 REPORTING THE RESULTS.....	34

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SECTION 4 MANAGEMENT REQUIREMENTS

4.1 Organization

Personnel Qualifications, Authorities and Responsibilities

Forensic Technician Qualifications

Must be a high school graduate, be familiar with chain of custody as it applies to the criminal justice system, and must be computer literate and able to type accurately.

Authorities and Responsibilities

Forensic Technicians are responsible for receiving evidence, entry of all evidence into the computer, attaching barcode(s), storage and retrieving of evidence as well as:

1. Providing information and instruction to law enforcement agencies in evidence packaging procedures
2. The transfer of evidence to analysts or examiners.
3. Pick-up, mail-out, and distribution of mail for the agency.
4. Available to testify in court pertaining to evidence receiving and storage procedures.
5. Keep evidence receiving and storage area clean.
6. Correct errors in the computer.
7. Perform inventories.

Chief Forensic Technician Qualifications

This position requires a high school degree, although some college is desirable. The Chief Forensic Technician must have a good working knowledge of state law governing the handling and disposition of evidence; see Title 12 Chapter 12 of the Arkansas State Statutes, which is located on the Q: drive. The chief must be able to type and be computer literate.

Authorities and Responsibilities

The Chief Forensic Technician is under administrative direction and is responsible for directing the activities of the Evidence Receiving Section. Duties of Chief Forensic Technician include those of a Forensic Technician as well as

1. Supervise the daily activities of the technicians.
2. Maintain records of all personnel assigned to the evidence section. Schedule work assignments and review work of the technicians.
3. Ensures compliance with ASCLD/LAB international requirements by implementing the lab wide policies and overseeing the section's quality assurance program.
4. The Chief Forensic Technician will have routine meetings with the section to convey information to Forensic Technicians

Evidence Receiving Quality Assurance Manager and Safety Officer Qualifications

The Chief Forensic Technician appoints The Quality and Safety Officer for Evidence Receiving. *At Present time the Section Supervisor will be the Quality Assurance Manager for Evidence Receiving.*

Evidence Receiving Quality Assurance Manager Authorities and Responsibilities

The Quality Assurance Manager is a Forensic Technician whose duties also include

1. Maintaining and updates the Evidence Receiving Quality manual
2. Insuring section procedures are in compliance with policies and procedures as outline in Quality manual.
3. Working with the lab wide Quality and Safety managers on improvements to quality and safety issues that may arise.

Evidence Receiving Safety Officer Responsibilities

The Safety Officer is a Forensic Technician whose duties also include

1. Conducting monthly safety inspections.
2. Insuring section procedures are in compliance with policies and procedures as outline in lab wide Safety Manual.
3. Working with the lab wide Safety manager on improvements to safety issues that may arise.

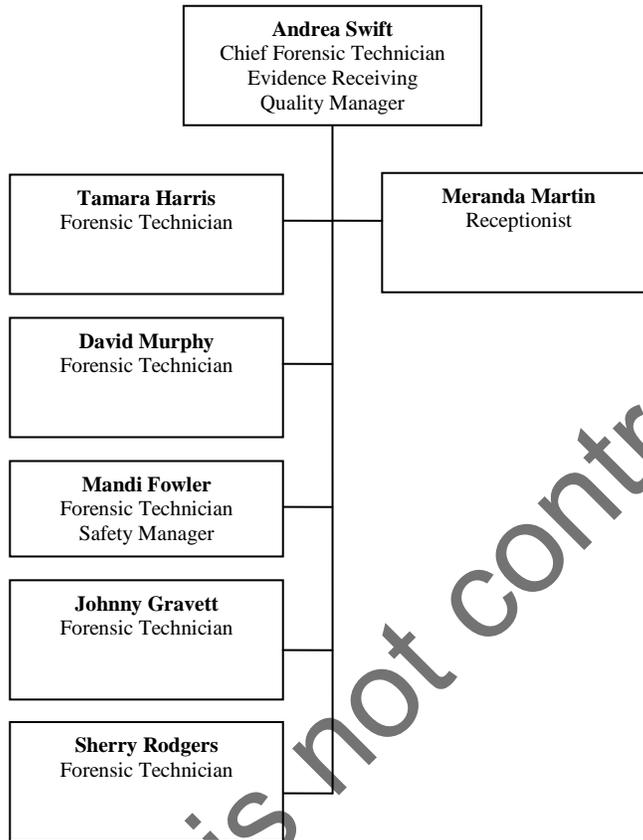
Receptionist Qualifications

The formal education equivalent of a high school diploma; plus two years of experience in a specialized or related area applicable to work performed. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS. Ability to operate standard office equipment. Ability to communicate both orally and in writing.

Receptionist Authorities and Responsibilities

Provides information, assistance, and clarification to interested parties concerning agency policies and procedures. Performs other duties as assigned.

Evidence Receiving Organizational and Management Structure



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4.2 Management System

The purpose of the Evidence Receiving Quality manual is to establish general guidelines for maintaining the integrity of evidence and its chain of custody. The Quality Manual is to ensure that evidence in the custody of Evidence Receiving can be properly secured and stored. The Quality Manual is to ensure that evidence can be retrieved for analysts for testing and that any changes in its custody have been properly and fully documented. The Evidence Receiving Quality Manual will be reviewed annually by the Chief Forensic Technician and Evidence Receiving Quality Manager.

This manual does not address every possible facet of evidence handling. If a subject is not mentioned in this manual or further clarification is necessary, the Chief Forensic Technician or the Section Chief of the area concerned shall be contacted.

The Evidence Receiving Quality Manual is located on Qualtrax.

Mission of Evidence Receiving

The mission of evidence receiving is to insure the quality, integrity and secure storage of evidence received for analytical purposes.

Other Supporting Manuals

Evidence Receiving Training Manual (ER-DOC-02) is used for training new employees on the operations of Evidence Receiving

4.3 Document Control

All documents (i.e. Evidence Receiving Quality and Training Manuals), forms or worksheets for Evidence Receiving shall be prepared by personnel with adequate expertise in the subject and reviewed and approved by the Chief Forensic Technician and lab wide Quality Manager prior to releasing. The Evidence Receiving Quality Manual must be reviewed and approved by the Chief Forensic Technician, lab wide Quality Manager, Scientific Operations Director and the Executive Director.

The revision of documents, forms or worksheets will go through the same review and approval process as above.

The Preparer of the document is responsible for:

1. Preparing the document in the proper format.
2. Addressing or resolving comments from reviewers.

The ASCL Submission Sheet (ASCL-DOC-12-Word Document) and the Evidence List Addendum (ASCL-DOC-13- Word Document) are available on the ASCL website www.crimelab.arkansas.gov.

These forms on the website are the current forms that all agencies should use for submitting evidence to the ASCL.

Hardcopies of all internal documents can be printed but are considered unofficial. Official copies will be maintained on Qualtrax.

Employees will destroy outdated documents in a secure manner, upon receiving updated documents. It is the employee's responsibility to verify that the current revision of the document is being used.

4.4 Review of Requests, Tenders and Contracts

DEFINITIONS

REQUEST

Is the process utilized by a customer when seeking analysis by the laboratory.

Example: This occurs when the submitting officer completes an evidence submission sheet and provides associated evidence to the Forensic Technician in Evidence Receiving.

TENDER

Is the laboratory's response to the customer regarding their request.

Example: This occurs when the Forensic Technician initials the receipt of evidence on the submission sheet and enters the case information into LIMS.

CONTRACT

Is the agreement between the laboratory and the customer.

Example: The submission sheet is accepted by the Forensic Technician and customer

Upon entering Evidence Receiving a Forensic Technician will review the ASCL Submission Sheet (ASCL-DOC-12) with the submitting officer and make necessary changes to the contract at said time and ensure officer understands any changes that have been made. Once it has been determined that the request appears within the scope of normal laboratory services, the Evidence Technician will accept the evidence and initial and date the ASCL Evidence Submission Form. The Evidence Technician then enters the request into the LIMS and routes it to the appropriate discipline.

Requests for non-routine work must be reviewed by the appropriate Section Chief (or designee). The Section Chief (or designee) must initial and date the ASCL Evidence Submission Form next to the request.

When evidence is received through mail and corrections are made to the submission sheet, the officer or agency will be notified of changes and an Agency Contact form (ASCL-FORM-06) will be scanned into the electronic case file.

If Evidence Receiving is contacted after work has begun on a contract, the Forensic Technician that is contacted will ensure all affected personnel is notified of any changes to the contract by scanning an Agency Contact form (ASCL-FORM-06) into the electronic case file.

The Medical Examiner's Office is considered an internal customer. The evidence report generated by the Justice Trax system will serve as the contract for all evidence and requests made by the Medical Examiner's office.

4.5 Subcontracting of Tests and Calibrations

Refer to ASCL Quality Manual (ASCL-DOC-01)

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4.6 Purchasing Services and Supplies

An External Supply Request workflow in Qualtrax shall be completed for all items to be purchased outside of normal supplies. Alternate forms may be used with permission from the Procurement Section. The following information shall be provided: Vendor Name, Date, Part Number, Description, Quantity, Price, Total and Justification. The description should define specifically the item being requested including type, class, grade, precise identification and other technical data. The approval of the Chief Forensic Technician, Scientific Operations Director, and Fiscal Officer (or their designees) are necessary.

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4.7 Service to the Customer

The ASCL maintains open channels of communication with customers and is cooperative in providing a timely response to their concerns and questions regarding requests for services and the status of ongoing work

Evidence may be submitted by any law enforcement agency or governmental agency having authority to conduct criminal investigations or by any authority having specific right to do so by state statute. The Executive Director of the ASCL may however make exceptions to this rule when deemed necessary.

For detailed requirements for court officials to view and/or photograph evidence, refer to Section 3.23 of the Personnel Handbook (ASCL-DOC-02).

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4.8 Complaints

Any Forensic Technician receiving a complaint should notify their supervisor. The complaint shall be documented and given to the supervisor. When the concern takes on the nature of a complaint about the laboratory's activities or deficiencies in the quality system, the supervisor will investigate the situation and forward all the information to the QA Manager.

Policies and procedures for internal complaints regarding grievance and sexual harassment are found in the Personnel Handbook (ASCL-DOC-02).

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4.9 Control of Nonconforming Testing

Refer to ASCL Quality Manual (ASCL-DOC-01)

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4.10 Improvement

The Evidence Receiving section shall strive to continually improve the effectiveness of the Quality Management System. Opportunities for improvement are identified through various sources including:

1. Corrective and Preventive Action Requests
2. Customer surveys
3. Annual management reviews
4. Internal and external audits
5. Employee suggestions

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4.11 Corrective Action

Refer to ASCL Quality Manual (ASCL-DOC-01)

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4.12 Preventive Action

Refer to ASCL Quality Manual (ASCL-DOC-01)

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4.13 Record Storage and Retention

Refer to ASCL Quality Manual (ASCL-DOC-01)

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4.14 Internal Audits

Refer to ASCL Quality Manual (ASCL-DOC-01)

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4.15 Management Reviews

Refer to ASCL Quality Manual (ASCL-DOC-01)

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SECTION 5 TECHNICAL REQUIREMENTS

5.1 General

Refer to ASCL Quality Manual (ASCL-DOC-01)

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5.2 Personnel

The Chief Forensic Technician shall ensure the competence of all Technicians performing Evidence Receiving duties. Technicians in training shall have appropriate supervision.

Training Program

Evidence Receiving has a training manual that is used to facilitate training in the knowledge, skills, and abilities needed to perform the appropriate duties of a Forensic Technician. Each new Forensic Technician will be trained under the direction of an experienced Forensic Technician in each aspect of the duties they are expected to perform. Records shall be sufficiently detailed to provide confirmation that individuals performing particular tasks have been properly trained and that their ability to perform the required responsibilities has been assessed. A Training Check List located in Section V of Evidence Receiving Training Manual (ER-DOC-02) shall be completed and placed in the Employee History Binder.

Moot Court

As part of the Evidence Receiving Training Program, the Evidence Receiving Technician in training shall participate in moot court.

Employee Development Program

Continuing education of laboratory personnel is an ongoing activity in the laboratory. The ASCL encourages and supports employees to improve their knowledge and skills to grow as individuals and to fully develop their potential. The ASCL affords employees the opportunity to attend training annually. This training may include professional meetings, staff development seminars, technical training courses, in-house technical meetings, courses and seminars and ASCL sponsored seminars and conferences. Travel procedures are detailed in Section 3.20 in the ASCL Personnel Handbook (ASCL-DOC-02). This training shall be documented in the individual's Employee History Binder.

Job Descriptions

Current job descriptions for Forensic Technicians shall be maintained in their Employee History Binder. Job descriptions shall include the following:

1. Responsibilities with respect to performing evidence receiving duties.
2. Managerial duties, if applicable.

Refer to Section 4.1 for detailed job descriptions

Competence Documentation

Competency documentation shall be dated and signed by the Chief Forensic Technician and maintained in the Employee's History Binder. Each Employee's History Binder shall also contain a curriculum vitae or resume that includes educational and professional qualifications, training, skills and experience.

Technical Personnel Qualifications

Technicians

Technicians working in Evidence Receiving shall meet the education requirements specified in their job description and Evidence Receiving Quality Manual.
Refer to Section 4.1

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5.3 Accommodation and Environmental Conditions

Access

No person(s) other than Evidence Receiving personnel shall enter the secured area of the evidence room without first obtaining authorization from the Chief Forensic Technician, the Scientific Operations Director, the Assistant Director or the Executive Director. All persons other than Evidence Receiving personnel entering the secured area will first sign in the Access Log (ER-FORM-04) and shall be escorted at all times by a Forensic Technician or someone listed in the following paragraph.

The following people shall not require an escort while inside of the secured area: Executive Director, Scientific Operations Director, Asst. Director, Quality Assurance Manager, Health & Safety Manager, Information Technology Manager or any other lab personnel as may be deemed necessary by the Executive Director for the operation of the section.

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5.4 Test Methods and Method Validation

Refer to ASCL Quality Manual (ASCL-DOC-01)

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5.5 Equipment

All refrigerators are individually numbered according to the numbers on the temperature log. Temperatures will be checked every morning (except weekends and holidays) on all refrigerators in Evidence Receiving that are used to store evidence. The temperatures will be recorded on the Refrigerator Log (ER-FORM-03) which is kept in Evidence Receiving. Acceptable temperatures for the refrigerators and freezers are -2 to 8 ° C and -15 to -25 °C, respectfully. It is normal for temperatures to fluctuate during the normal use of refrigerators and freezers. Sustained measurements outside of tolerance values should be interpreted as non-compliant. Other short-lived variations should be considered as compliant.

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5.6 Measurement Traceability

Refer to ASCL Quality Manual (ASCL-DOC-01)

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5.7 Sampling

Refer to ASCL Quality Manual (ASCL-DOC-01

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5.8 Handling of Test Items

The Arkansas State Crime Laboratory will receive, secure, analyze and document evidence submitted by duly authorized agencies. The ASCL will process evidence in a timely manner consistent with the need for quality services, preservation of the chain-of-custody and protection of the integrity of the evidence. It is a system-wide priority to ensure that the necessary precautions are taken to maintain the integrity of the evidence, including proper collection and preservation techniques.

Responsibilities and Procedures

Forensic Technicians assigned to the Evidence Receiving Section will have primary responsibility for the receipt, storage, transfer, and return of all evidence. Forensic Technicians will be trained to recognize the need for taking precautions necessary to ensure the integrity of evidence.

Firearms

All firearms will be handled as though they are loaded. Technicians will also wear gloves when checking firearms. All firearms will be checked before being placed in the secure storage area either by a Forensic Technician or a Firearms Examiner.

Illicit Labs

Hand carried – Labs delivered by police officers will be inspected by the Illicit Lab section or other qualified personnel and rendered safe. When practicable, this should be done within 24 hours of receipt.

Mailed – It is against federal law to mail hazardous or flammable liquids. When the Forensic Technician suspects a case contains illicit lab related samples a chemist will be consulted.

The Evidence Receiving Section will store all cases believed to contain illicit lab samples in a secure area of ER designated for illicit lab samples needing inspection until a qualified chemist inspects the samples.

When evidence must be modified, the changes will be recorded on form ER-FORM-01. Any remaining sample that will not be retained as evidence shall be disposed of appropriately. When necessary, the submission sheet will be amended to accurately describe the submitted evidence. The Illicit Laboratory Safety Form (ER-FORM-01) will be utilized and signed by a chemist certifying that the evidence has been checked. The Forensic Chemistry Quality Manual (DRG-DOC-01) contains policies for inspecting this evidence.

Money

Money should be counted at the request of officer or discretion of the Forensic Technician in Evidence Receiving.

Hand carried -If money is to be tested for the presence of drug residue, the Forensic Technician is to call a drug chemist immediately and the chemist is to assist the officer in shaking down the money. Only the paper containing the shakedown will be submitted to the Drug section. At no time will the chemist take sole possession of the money, nor will it be submitted to the laboratory

unless some type of test other a drug test are needed. After the shake down is completed, the officer may then make the submission for latent prints or other testing if required.

Mailed -If money is submitted by mail, the technician logging in the evidence is to immediately inform the Chief Forensic Technician or higher authority without delay that money has been received. The money, regardless of the amount, is to be counted in the presence of another technician or the evidence supervisor and will require double initials on the seals. The money will then be assigned a case number and stored in the proper place.

NOTE: If a shortage of money is discovered on a submission that has been received by mail or hand carried, the submitting officer or their agency is to be contacted immediately and informed of the shortage. The shortage is to be documented and signed by the technician and section supervisor or higher authority. A copy of the signed documentation is to be sent to the investigating officer or agency.

In order to determine the items most likely to assist in the investigation and prioritize those items for examination, the examiner or analyst may conduct a review of large, bulky submissions. Whenever possible, this review will occur with the agency representative in person or by phone to assist with the investigation and to eliminate unnecessary examinations or analyses.

If there is evidence in a case involving a laboratory employee or their immediate family, the employee should notify the Executive Director as soon as possible. The Executive Director or designee will determine the specific case management needs. This includes postmortem examinations.

Evidence Inventory

An evidence inventory will be conducted approximately every six months. This inventory will consist of an Evidence Receiving Inventory- all evidence stored in Evidence Receiving and a Section Inventory- all evidence in the analysts' possession. This inventory will not include those samples retained for future analysis or destruction (e.g. toxicology samples, DNA long term storage, etc.). The Evidence Receiving Chief Forensic Technician will schedule and coordinate the inventory with the Quality Assurance Manager. The Evidence Receiving Chief Forensic Technician and Quality Assurance Manager will provide a written report to the Executive Director for the Evidence Receiving Inventory and the Section Inventory, respectively. The Quality Assurance Manager will maintain a copy of these reports.

Evidence Retention

Refer to ASCL Quality Manual (ASCL-DOC-01)

Chain of Custody

Evidence tracking within the laboratory is done using the LIMS. All internal transfers, from the time of receipt to the final disposition, are tracked electronically providing a chain of custody which can be printed. The chain of custody shall indicate each person (by signature or equivalent identification) taking possession of an item of evidence or the location of that item, and the date and time of the transfer. The LIMS database contains electronic signatures and

initials for all analysts. In some cases, a combination of written and electronic chain of custody is utilized.

Intra-Laboratory Transfer

Cases may be transferred within the ASCL System as necessary in order to minimize the turn-around time and to provide the best overall service to our customers.

Inter-Laboratory Transfer

Refer to ASCL Quality Manual (ASCL-DOC-01)

Evidence Return

When all necessary analyses are completed on an item, and it is returned to evidence receiving, the item is retained until it is released to an authorized representative of the submitting agency. Authorized representatives are employees of the submitting agency or have written authorization from the submitting agency on file in Evidence Receiving. If the Forensic Technician does not recognize the submitting authorized representative, proper identification must be provided. The signature and printed name of the receiving agency official is required to document this return. *Under certain extenuating circumstances, a verbal request, if approved by the Section Chief or higher authority, will be sufficient to allow such a release for that one time.*

Evidence will only be shipped with receipt of written request from the submitting agency upon approval by the Executive Director or the Scientific Operations Director. When mailing or shipping evidence, the following will apply:

- Controlled substances, currency or firearms cannot be mailed.
- All other evidence may be mailed via U.S. Certified Mail, return receipt requested.
- When shipping any evidence by other than the U.S. Postal Service, the vendors must provide return receipt and be able to track shipment.

When the Chief Forensic Technician deems necessary, he/she will ensure that submitting agency personnel are notified, in writing, to pick up completed evidence. If the agency does not respond within 30 days, evidence may be refused from that agency until the situation is resolved.

Sub-Items

Items which are subdivided in the laboratory shall be tracked through the documented chain of custody to the same extent that original items are tracked.

Evidence Sealing

Evidence will be sealed in a manner in which the contents cannot readily escape and in such a manner that opening the container would result in obvious damage or alteration to the container or its tape seal. All evidence must bear a proper seal which shall include the initials or other identification of the person sealing the evidence across the seal.

When the container is opened, the original seal shall be left intact, whenever practical, and a new opening made. When the analysis or examination is completed, the new opening shall be sealed, as outlined in these procedures; thus the original container seals will be intact and all seals will be clearly marked.

If reusing the original container is impractical, a new evidence container may be used. It shall also be marked and sealed according to the above procedures and the original evidence packaging shall be kept inside the second evidence container. If the original packaging cannot be kept, there must be complete documentation along with a picture of original packaging retained in the case record. (Toxicology samples only need a written description of the packaging.) Documentation of the change in packaging along with description must be documented in the case record for future reference.

Test Item Identification

A unique case number is assigned to every case when evidence is initially received by ASCL. Each exterior container must have its unique barcode label affixed to it. Agency evidence numbers will be used to identify the evidence whenever practical.

If testing requires that uniquely identified items be subdivided within the laboratory, appropriate sub-item identifiers shall be assigned and the item(s) labeled by the analyst so that the sub-item may be easily tracked and identified as having originated from a particular item.

Suitability of Test Items

Evidence submitted to the laboratory must be properly packaged, labeled and sealed to prevent contamination, loss or deleterious change. If there is any packaging deficiency noted at the time of receipt, it must be corrected, preferably by the submitting officer. If the officer is not available or it is not expedient to call the customer back to correct the deficiency, steps may be taken to correct the problem (i.e. provide a remedial seal). However, if the deficiency is serious enough to bring into question the integrity or identity of the test item, the appropriate Section Chief and submitting officer or agency must be contacted to resolve the issue before the evidence is analyzed.

If a packaging deficiency is not apparent until the case is checked out by an analyst, the analyst may correct the deficiency. If there is any concern that the packaging deficiency has affected the integrity or identity of the test item, the analyst's Section Chief and the submitting officer or agency shall be advised and consulted with for further instructions.

If the analyst discovers an inconsistency between the stated and actual contents of a package or the suitability of an evidence item for testing, the analyst shall make all attempts to contact the submitting officer and document the discussion on an Agency Contact Form (ASCL-FORM-06) prior to issuing a report. For minor inconsistencies, the analyst shall use their judgment on whether to contact the customer, but must make a note of the discrepancy in the case file.

All remedial actions taken to correct packaging or evidence deficiencies shall be noted in the case record (e.g. submission form or analyst's notes).

Safeguarding the Integrity of Evidence

Evidence will be stored in the evidence secure storage area until transferred to a laboratory analyst or examiner, another laboratory or the submitting agency. Evidence shall be maintained

under appropriate conditions to prevent deterioration, loss or damage during storage, handling or the testing process.

If evidence has to be stored or conditioned under special environmental conditions (e.g. refrigeration or freezing), these conditions shall be maintained, monitored and recorded in the Refrigerator Logs (ER-FORM-03).

Note: Storage of evidence in individual sections is addressed in each Discipline's Quality Manual.

Securing Evidence

All evidence shall be maintained in a secured, limited-access storage area under proper seal.

Evidence Marking

All evidence will be marked or identified with the laboratory case number (e.g. YYYY-000000), if practical, to ensure that it is identifiable and traceable to the corresponding case. Otherwise, the proximal container must be marked or identified with the laboratory case number.

Photographic Evidence

When evidence, such as latent prints and impressions, can only be recorded or collected by photography and the impression itself is not recoverable, the photographic image must be treated as evidence.

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5.9 Assuring the Quality of Test Results

Refer to ASCL Quality Manual (ASCL-DOC-01

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5.10 Reporting the results

Refer to ASCL Quality Manual (ASCL-DOC-01

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