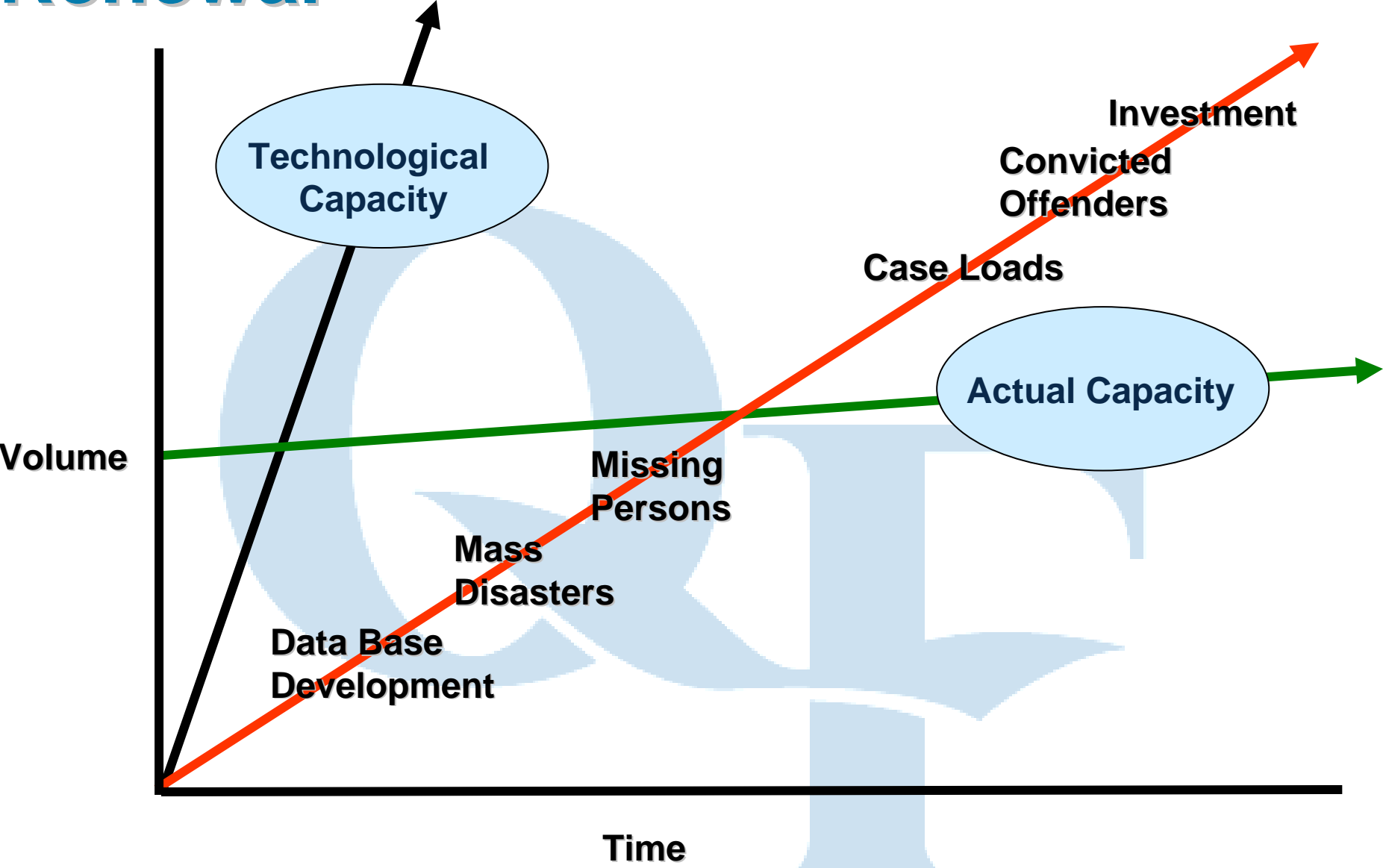


# Forensic Laboratory Renewal Process *FLRP™*

Partnering Forensic Science with  
Management Science

Lucy Davis Houck  
Quality Assurance Director

# Renewal



## What's Different with FLRP?

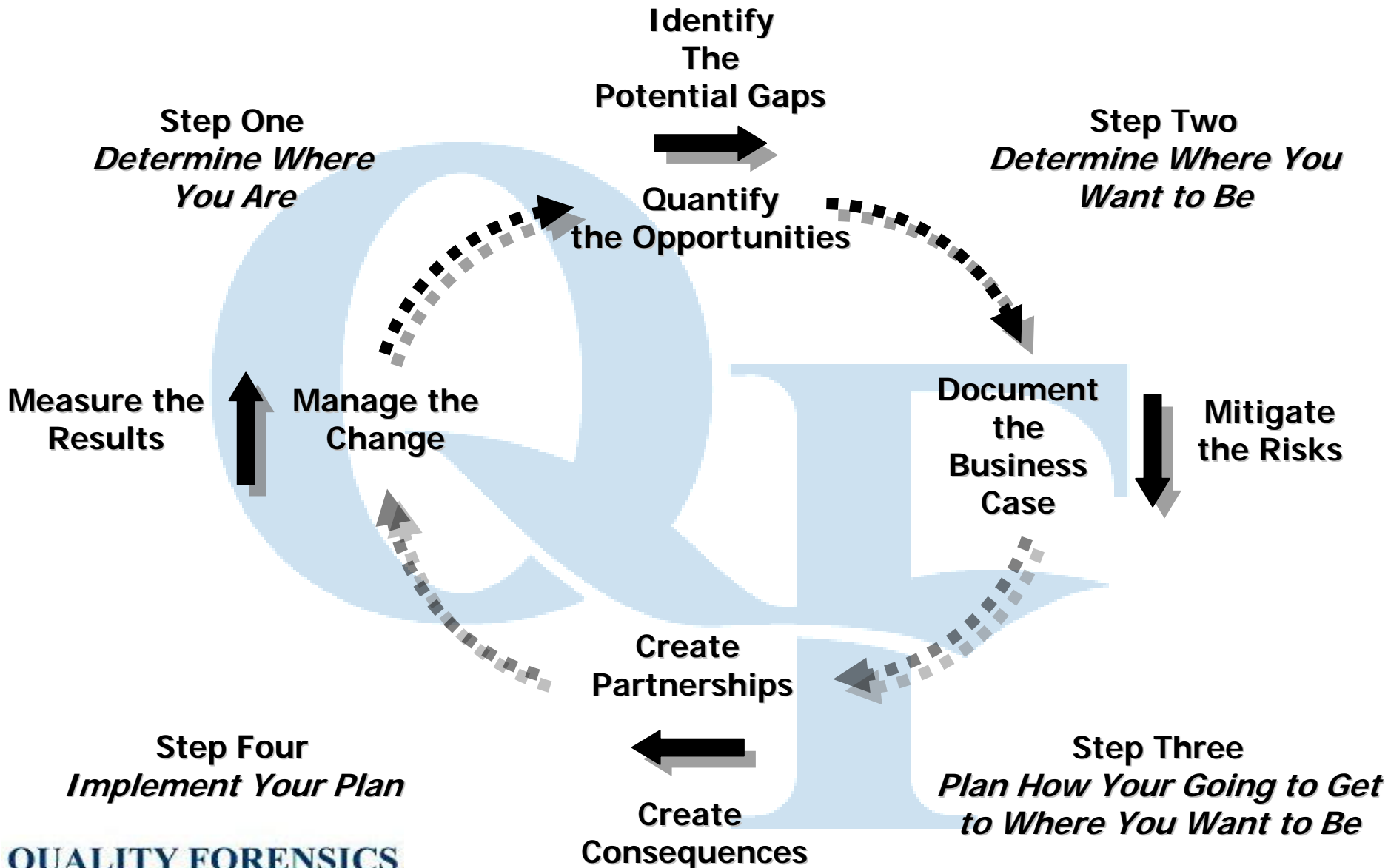
In the past adopting new science, new technology or just making process changes was difficult if not impossible in forensic laboratories due to a number of systemic factors;

- Organizational resistance
- Lack of internal implementation expertise
- Lack of funding
- Use of expensive consulting services
- Operational workloads

FLRP is designed to address these and other issues by taking an approach that is bottom up and inclusive. The program uses modern facilitated processes that are designed to inexpensively and quickly assess, design, and transfer targeted professional implementation knowledge so that your organization can adapt and internalize the process renewals with minimal external assistance.

## Why the Approach Works

- Highly accelerated.
- Quantifiable results.
- Focus on high-leverage improvement areas.
- Driven by laboratory personnel from the ground up.
- High degree of implementation success.
- Creates and nourishes internal commitment.
- Focuses on the critical success factors.
- Respects the scientific process.
- Conforms to the Forensic Quality Assurance process.
- Maintains ongoing context that is tied to the actual process.



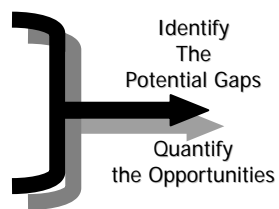
## *Determine Where You Are*

**FLRP™**

- Current State Process Review
- Current State Process Map
- Objectives
- Potential Quick Hits
- Enablers
- Inhibitors
- Information/Communications Technology Assessment
- Recommendations and rationale for Future State Design or Status Quo.

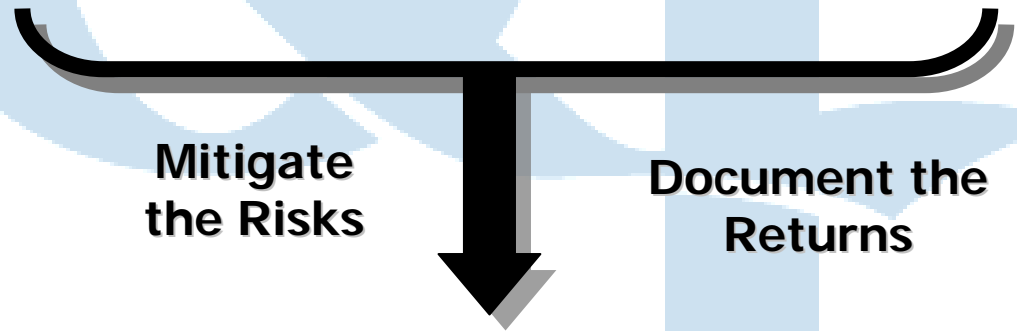
**Identify  
The  
Potential Gaps**

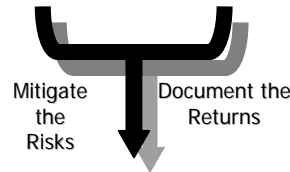
**Quantify  
the  
Opportunities**



## Determine Where You Want to Be

- Validated Current State Process Map
- Future State Process Map
- Objectives
- Stretch Targets
- Assumptions
- Constraints
- Information/Communications  
Technology Requirements Definition
- Risk Management Plan





## Plan How Your Going to Get to Where You Want to Be

**Create Partnerships**

**Create Consequences**

- Project Charter
- Objectives
- Assumptions
- Constraints
- Timeline
- Budget
- Accountabilities
- Project Schedule
- Project Budget
- Accountability Statements
- Status Accounting Process
- Management process
- Stakeholder Communication Plan
- Risk Management Plan

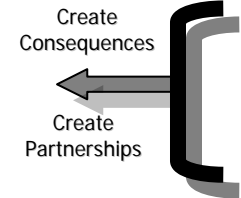


Measure the  
Results

Manage the  
Change

## Implement Your Plan

- Status Reporting
  - Cost
  - Schedule
- Quality Review
- Best Practices Reviews
- Performance Measurement
- Change Management Reviews
- Risk Management Reviews
- Corrective Actioning



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Manage the  
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*Implement Your Plan*

- Status Reporting
  - Cost
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Document  
the  
Returns



Mitigate the  
Risks

*Plan How Your Going to Get to Where You  
Want to Be*

Create  
Partnerships



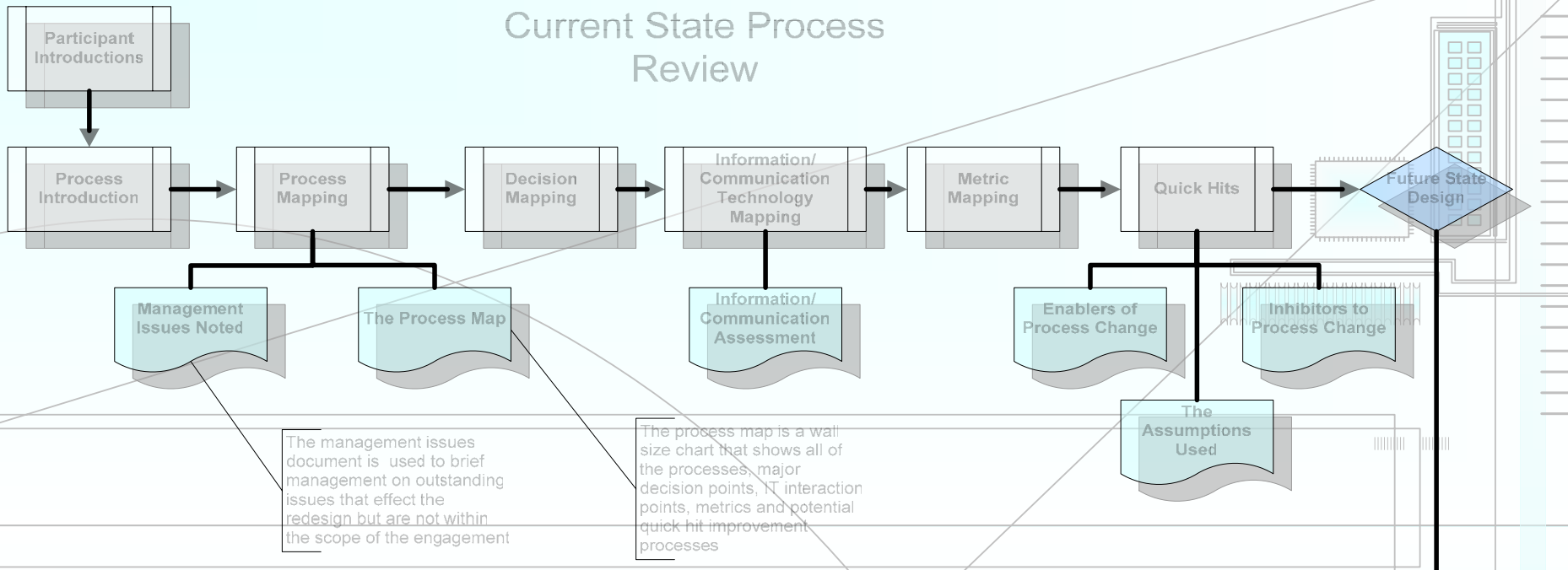
Create  
Consequences

- Project Charter
  - Objectives, Assumptions, Constraints, Timeline, Budget
- Accountabilities
- Project Schedule
- Project Budget
- Accountability Statements
- Status Accounting Process
- Management process
- Stakeholder Communication Plan
- Risk Management Plan

## Four Primary Events

- Current State Review Workshop
- Future State Design Workshop
- Implementation Planning Workshop
- Implementation Management Process

# Current State Process Review



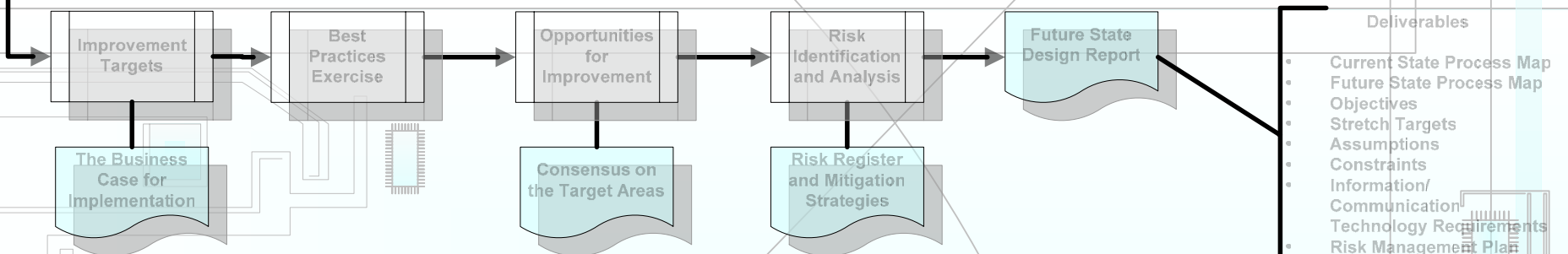
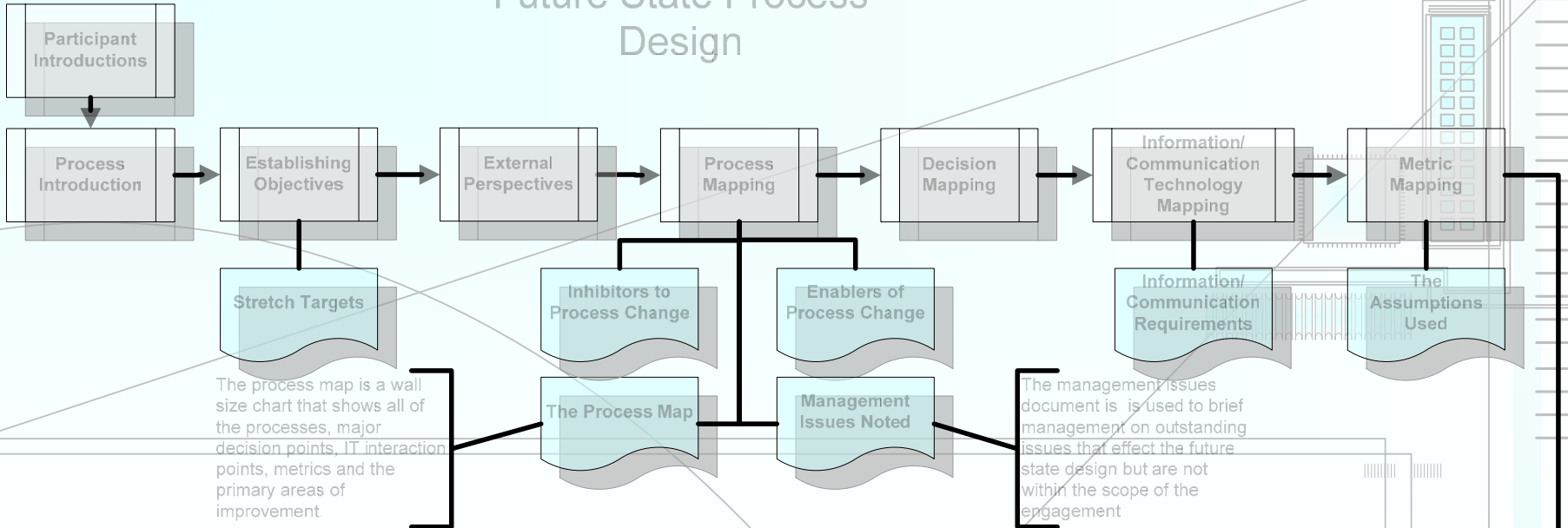
The management issues document is used to brief management on outstanding issues that effect the redesign but are not within the scope of the engagement

The process map is a wall size chart that shows all of the processes, major decision points, IT interaction points, metrics and potential quick hit improvement processes

- Deliverables
- Current State Process Map Objectives
  - Potential Quick Hits
  - Enablers
  - Inhibitors
  - Information/Communication Technology Assessment
  - Recommendation and rationale for Future State Design or Status Quo.

# Current State Process Review Workshop **FLRP™**

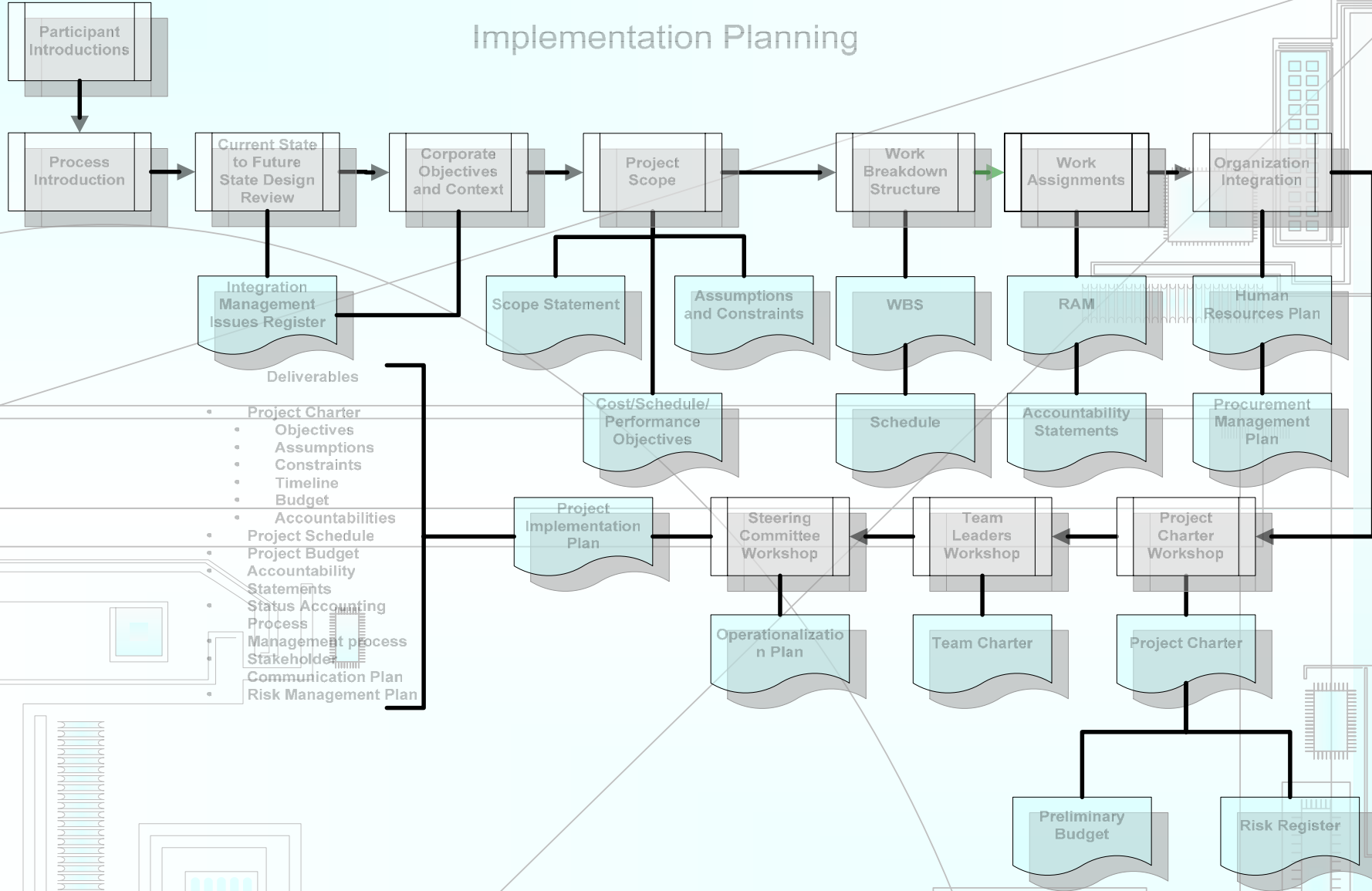
# Future State Process Design



# Future State Process Design

Workshop **FLRP™**

# Implementation Planning



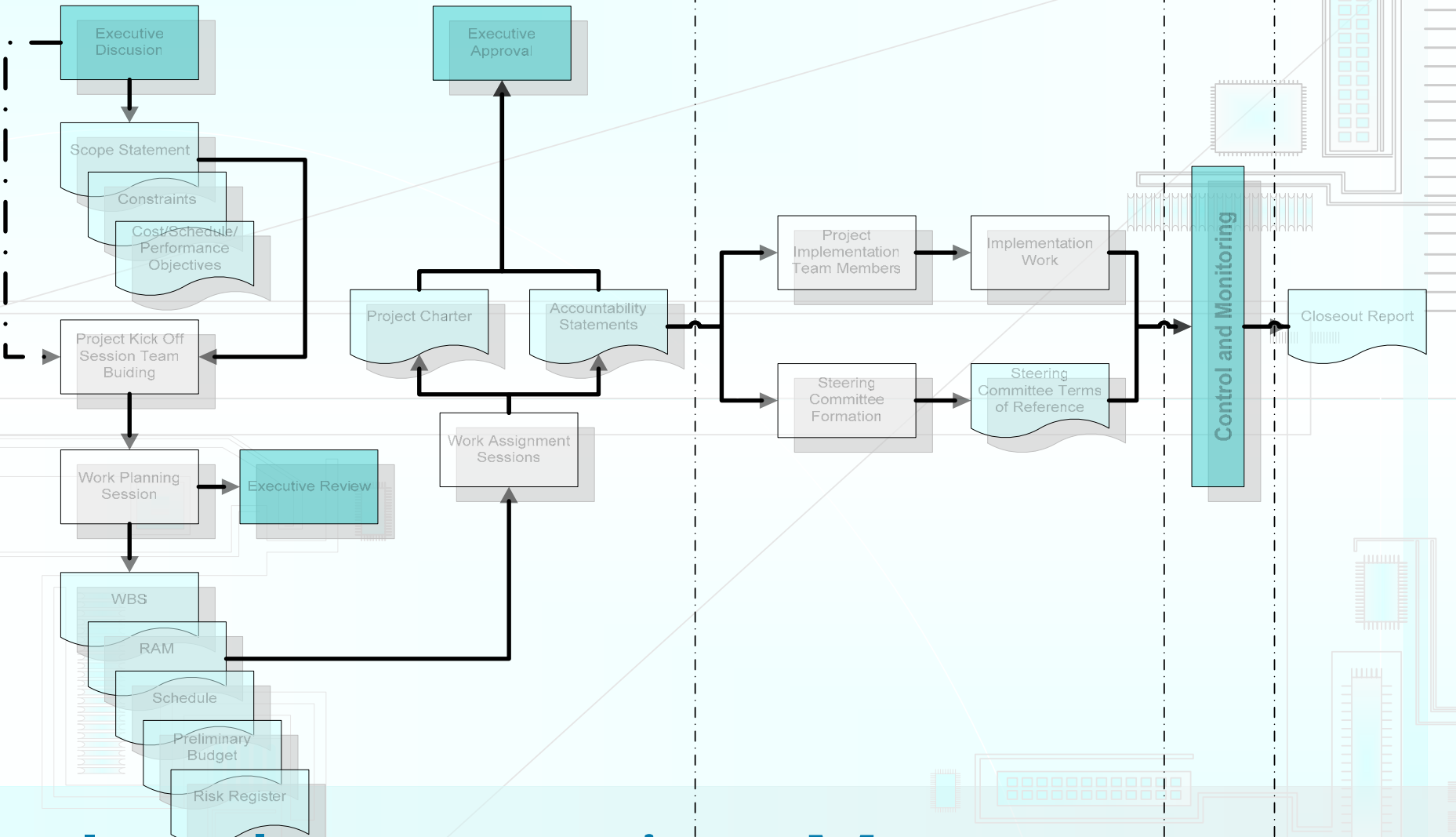
# Implementation Planning

## Workshop *FLRP™*

## Planning

## Implementation

## Closeout



# Implementation Management

Process **FLRP™**

**Knowledge Sources**

*Determine Where You Are*

**Knowledge Workers  
Process Specialists  
Educational Work-Shops  
QA Standards**

*Determine Where You Want to Be*

**I/C Technology Standards  
Best Practices  
QA Standards  
Governance/Accountability**

*Plan How Your Going to Get to  
Where You Want to Be*

**Project Management Standards**

*Implement Your Plan*

**Management Process Standards  
Measurement Standards**



# Information Received

- **Fiscal** – Budget, Cash Flow, Return of Investment
- **Schedule** – Timeline, Milestones, Dependencies, Tracking, Resource Usage
- **Performance** – Improvement Metrics, Improvement Targets, Governance, Growth

# Quantifiable Results

- **Rework** – The cost of non value added activities to correct things not done right the first time
- **Throughput** – The number of items going through the process with no rework being performed
- **Case and Sample Throughput Time** – Length of time it takes to get a case or a sample through the process
- **Cost per Sample Processed** – Sample Processing cost divided by number of Samples analyzed by the process
- **Investigations Aided** – Review the increase CODIS hits developed due to increased efficiency
- **Customer Satisfaction** – The degree to which customers are satisfied with the performance of the process

# Acknowledgments

- We would like to thank:

- Mike Kvasnik

- Rick Mandy

THE BAIN TREE GROUP



# More information

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