



# Forensic Laboratory Management: Applying Business Principles

*W. Mark Dale, Wendy S. Becker*

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New technologies, including DNA and digital databases that can compare known and questioned exemplars, have transformed forensic science and greatly impacted the investigative process. They have also made the work more complicated. Obtaining proper resources to provide quality and timely forensic services is frequently a challenge for forensic managers, who are often promoted from casework duties and must now learn a whole new set of leadership skills.

The interdisciplinary and scientific nature of laboratories requires strong leadership ability to manage complex issues, often in adversarial settings. **Forensic Laboratory Management: Applying Business Principles** provides laboratory managers with business tools that apply the best science to the best evidence in a manner that increases the efficiency and effectiveness of their management decision making. The authors present a performance model with seven recommendations to implement, illustrating how forensic managers can serve as leaders and strategically improve the operation and management in scientific laboratories.

Topics include:

- Key business metrics and cost–benefit analyses
- Ethical lapses: why they occur, possible motives, and how problems can be prevented
- Forensic training, education, and institutes
- ISO/IEC 17025 accreditation implementation

The book includes case studies simulating a working laboratory in which readers can apply business tools with actual data reinforcing discussion concepts. Each chapter also includes a brief review of current literature of the best management theories and practice.

A supplemental DVD supplies two mock trial transcripts and associated case files along with PowerPoint® slides from Dr. George Carmody’s workshop on Forensic DNA Statistics and Dr. Doug Lucas’s presentation on ethics.

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