



**Taking
Forensic DNA
Operations to
the Next Level**

—

**Increasing
Laboratory
Capacity**

SNA International

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- International company based in the Washington, D.C. metro area – formerly Sozer, Niezgodna and Associates, LLC
- Team of educated and experienced professionals
 - Forensics
 - Project development
 - Extensive “hands on” experience
- Reputation for getting job done effectively and efficiently



Our Experts

- Reduce internal work load for staff
- Have first-hand experience in plan development, program implementation, process enhancement and training
- Establish best practices that help your organization by promoting better utilization of current resources
- Provide a cost effective way to rely on lessons learned from others with experience



Our Client Partnerships are Driven by

- Delivering measurable value
- Understanding and quickly resolving challenges
- Minimizing risk
- Positioning our clients for operational efficiency and public satisfaction and confidence



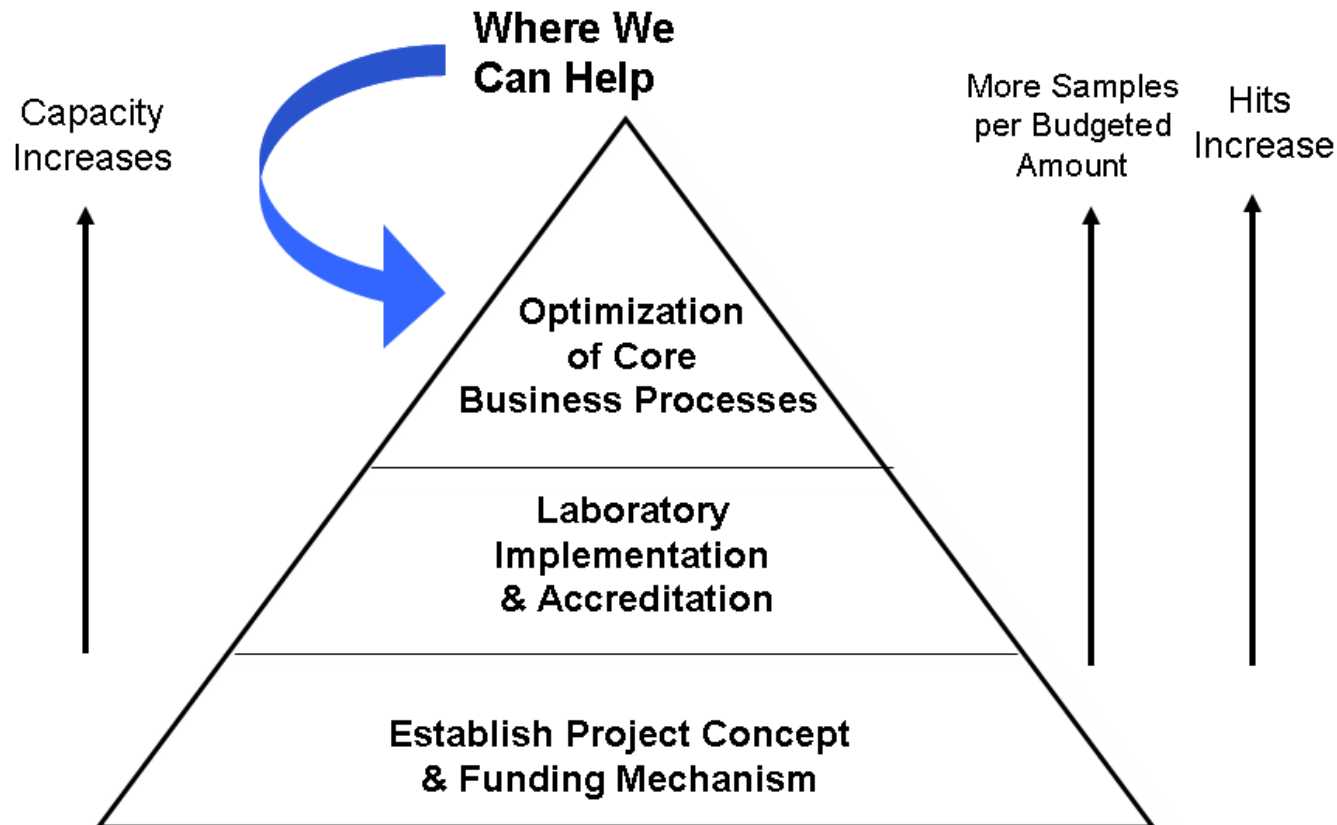
Basic Premise



When You're In a Rut **Stop** Digging!

Process Optimization

DNA Program Evolution



Vision Provides Focus for the Project



- What you want to create
- What success looks like

***“A leader's job is to look into the future
and see the organization, not as it is,
but as it should be.”***

-- Jack Welch



Take Time to Plan

Determine where you are and where you want to be



The cost associated with Business Process Workflow Analysis is more than offset by the benefits realized through process improvements

Create “As-Is” (Current) Operational Processes

- *What needs to be done?*
- *Who does it?*
- *In what order are things done?*
- *Why is it done?*
- *Where is it done?*
- *How long does it take?*
- *How often will the process be performed?*
- *What guides the process (e.g., standards, plans, policies)?*
- *What information systems are used?*



Develop Key Performance Measures

- *Interaction with stakeholders and customers*
- *Processing time*
- *Repeat rate*
- *Productivity*
- *Sample processing cost*



Create Enhanced “To-Be” (Future) Operational Processes



4. Accessioning of DNA lab sample

Inputs: Buccal swab, meta data, notification of collection

Who: Sample Custodian

Where: Lab Intake area

What: Custodian reads barcode on lab sample, reviews meta data, checks LIMS for notification of collection.

Info Used/Needed: Sample donor name, age, ID#, etc.

Info Systems Used: LISA

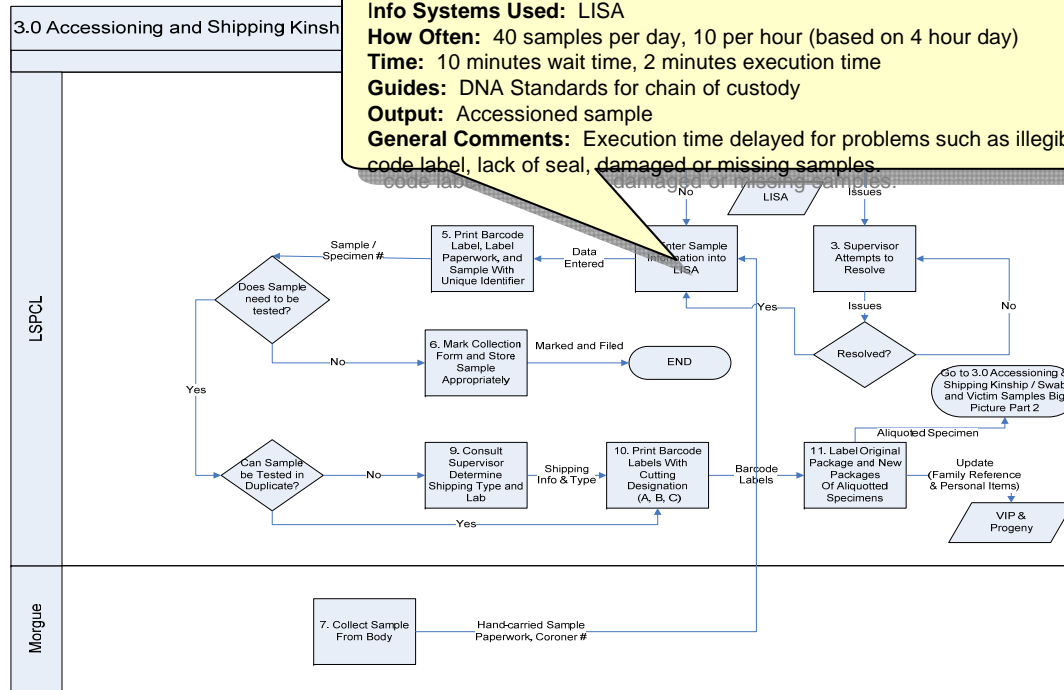
How Often: 40 samples per day, 10 per hour (based on 4 hour day)

Time: 10 minutes wait time, 2 minutes execution time

Guides: DNA Standards for chain of custody

Output: Accessioned sample

General Comments: Execution time delayed for problems such as illegible barcode label, lack of seal, damaged or missing samples.



Conduct Gap Analysis

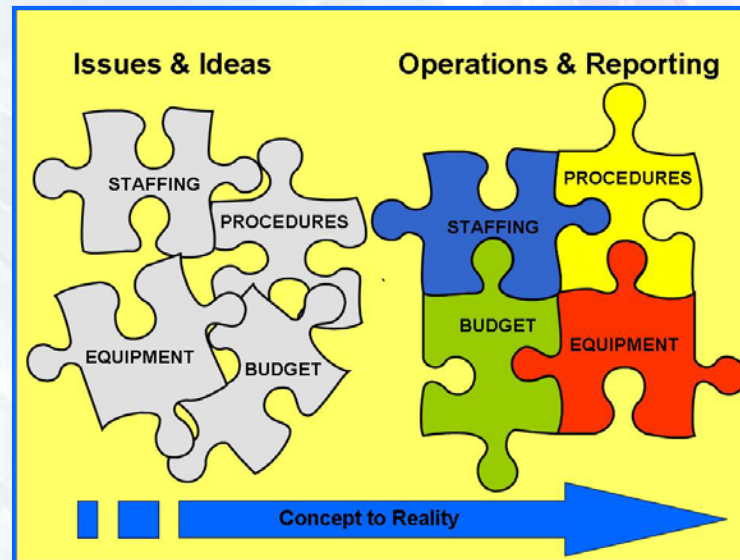
Identify and Manage Changes Needed for Process Enhancement

Category	#	Current State	Desired State	Key Requirements to Reach Desired State
1.0 FACILITY	1.1			
2.0 STAFFING & TRAINING	2.1			
3.0 BUSINESS PROCESSES	3.1			
4.0 OPERATIONS	4.1			
5.0 QUALITY PROGRAMS	5.1			
6.0 EQUIPMENT AND CONSUMABLES	6.1			
7.0 INFORMATION TECHNOLOGY	7.1			
8.0 BUDGET	8.1			



Change Management for Process Enhancement

- *Staffing and organizational structure*
 - *Cross training*
 - *Roles and responsibilities*
- *Policies and procedures*
- *Communications and relationships*
 - *Stakeholders*
 - *Customers*
 - *Vendors*
- *Information technology tools and solutions*
- *Quality management and performance measurement*



Develop a Schedule



	Duration	Start	2008				2009								
			Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4			
			Gantt chart bars representing task durations across quarters.												
00	Labory Program Oper	587 days	Thu 7/19/07	[Gantt bar spanning from Q3 2007 to Q4 2008]											
		196 days	Mon 7/23/07	[Gantt bar spanning from Q3 2007 to Q1 2008]											
19	Hire onsite trainer/technical leader	565 days	Mon 8/20/07	[Gantt bar spanning from Q3 2007 to Q4 2008]											
22	Procure & Install Equipment	174 days	Mon 9/24/07	[Gantt bar spanning from Q4 2007 to Q1 2008]											
31	Procure Consumables for Equipment Installation	130 days	Mon 11/5/07	[Gantt bar spanning from Q4 2007 to Q1 2008]											
38	Procure Consumables for Validation & Operations (ex	112 days	Thu 2/21/08	[Gantt bar spanning from Q1 2008 to Q2 2008]											
47	Hire and Train Staff	383 days	Thu 8/9/07	[Gantt bar spanning from Q3 2007 to Q4 2008]											
58	Policy & Procedure Development	268 days	Fri 8/10/07	[Gantt bar spanning from Q3 2007 to Q4 2008]											
66	Collection of Family Reference Samples	284 days	Thu 7/19/07	[Gantt bar spanning from Q3 2007 to Q4 2008]											
76	Collection of Skeletal Samples	142 days	Thu 7/19/07	[Gantt bar spanning from Q3 2007 to Q4 2008]											
86	Outsource Samples for Testing	107 days	Thu 11/1/07	[Gantt bar spanning from Q4 2007 to Q1 2008]											
95	Screen Data and Report Identifications	90 days	Mon 3/31/08	[Gantt bar spanning from Q1 2008 to Q2 2008]											

Your Benefits



- ✓ *Increased throughput*
- ✓ *Improved productivity*
- ✓ *Decreased sample processing costs*
- ✓ *Increased staff morale*
- ✓ *Minimized sample re-work*
- ✓ *Tools for monitoring laboratory performance*
- ✓ *Increased customer satisfaction*



Thank You!

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