The Art of Managing Forensic Laboratories: The Scientist's Guide to Becoming an Effective Manager

Mahmoud Abed, BSc, MMc
Ottawa, Canada.

Abstract

The management of modern forensic laboratories extends beyond monitoring case work and addressing human resource issues. Managers must employ innovative business intelligence tools and implement key performance indicators to effectively manage their laboratory. Moreover, forensic laboratory managers are required to remain technically proficient since they act as subject matter experts. Thus, having technical as well as business tools at their disposal will allow them to excel in the management of their laboratories.

Learning Objectives:

The overall objective is to highlight fundamental management practices and educate practitioners on their implementation. The presentation will focus on three topics: 1) Managing client needs and expectations, 2) Active case management, and 3) Employee engagement.

Methods:

1) Managing client needs and expectations:

Forensic science is rapidly gaining momentum due to its ability to generate critical investigative leads. Accordingly, forensic laboratories need to expand their services to meet their clients' growing demands. The presentation will cover the following topics:

a) Quality of service questionnaires.

b) Client training (moving the forensic laboratory to the site).

c) Achieving and maintaining accreditation.

2) Active case management:

With the growing demand to analyze more exhibits, forensic laboratories must optimize the management of their resources to gain efficiency. The presentation will cover the following topics:

a) Forecasting models to predict incoming caseload (identify data trends and establish a relevant forecasting model).

b) Performance metrics.

c) Efficient reporting.

3) Employee engagement:

Employee engagement is the cornerstone of the continued success of any forensic laboratory. Given the unique skill set of forensic employees, engaging them in the continued improvement of the laboratory is essential. The presentation will cover the following topics:

a) Team structure.

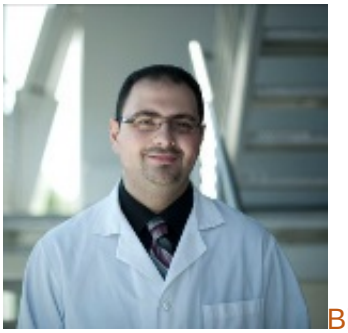
b) Communication.

c) Professional development.

Outcome:

The expected outcome is to empower forensic laboratory managers, to learn simple yet valuable tools to manage their laboratory more effectively

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Biography

Professionally, I am working at the Royal Canadian Mounted Police as a Forensic Specialist. During my career within the laboratory, I held key management positions working with senior management on implementing the laboratories core mandate.

I also worked with the United Nations as a forensic consultant to design/deliver a complete forensic science training program for the Palestinian Police. Furthermore, I founded Vorto Vision, a management consulting agency delivering services to forensic and medical firms.

Academically I hold a Master's degree in Management Sciences from the University of Waterloo, and a Bachelor's of Science degree from the University of Ottawa

Email: abedgate2000@hotmail.com

Notes/Comments: