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*Issued by the EPA Chief Information Officer,
Pursuant to Delegation 1-19, dated 07/07/2005*

U.S. Environmental Protection Agency
Procedure
for
Quality Policy

1. PURPOSE

This Procedure supports the implementation of EPA's Quality Policy. The Quality Policy establishes management principles and responsibilities for ensuring that EPA products and services meet Agency quality-related requirements, are of sufficient quality for their intended use and support EPA's mission to protect human health and the environment.

This Procedure describes Policy implementation processes and the governance of EPA's Quality Program. It is intended to provide a comprehensive, coordinated approach for consistent implementation of the Quality Policy to ensure the continual improvement in the quality of EPA's products and services.

The quality tools and processes described in this Procedure are based on national and international consensus standards. They will help the Assistant Administrator for Environmental Information and Chief Information Officer (AA/CIO) in reviewing the Agency's Quality Program.

2. SCOPE AND APPLICABILITY

The scope of this Procedure includes Agency products and services encompassed by the Quality Policy that are developed for external distribution or dissemination. EPA organizations may consider the application of this Procedure to other products and services developed for internal use. Agency products and services encompassed by this Procedure include, but may not be limited to: environmental data and technology; environmental information; assessments; reports; peer review; scientific research; regulatory development; and information technology supporting external applications such as services that collect and provide access to data and information. In addition, national or Agency-wide systems that support administrative and financial activities may

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be included. Such products and services support the Agency's: compliance and enforcement decisions; critical research; and regulations. The current range of products and services covered by this Procedure includes, but is not strictly limited to, those that are covered by the policy, procedures and guidance documents cited in Appendix 1.

This Procedure applies to all EPA organizations including Headquarters Offices, Program Offices, Regions, and their sub-organizations. This Procedure may apply to non-EPA organizations (e.g., States, Tribes, localities, regulated parties, volunteer organizations, contractors, cooperative agreement holders, grantees, other federal governmental agencies, intergovernmental organizations, educational institutions) performing work in support of EPA's mission as defined by and in accordance with federal laws, regulations or extramural agreements or performing work on a voluntary basis.

3. AUDIENCE

The audience for this Procedure is all Agency employees (managers and staff) responsible for developing, distributing and disseminating products and services in support of EPA's mission as defined in Section 2 above. Non-EPA organizations performing work funded by EPA may find this Procedure helpful in understanding their roles and responsibilities in conjunction with applicable federal laws, regulations or extramural agreements. Also included are members of non-EPA organizations producing products and services on a voluntary basis in support of EPA's programs.

4. BACKGROUND

Since its inception, EPA has adopted the philosophy that the quality of environmental data and information supporting the Agency's decisions must be appropriate for their intended use. To build this philosophy into policy, EPA adopted voluntary national and international consensus standards for quality such as the American National Standard Institute/American Society for Quality Control -- ANSI/ASQC E4-1994¹ -- while developing and deploying organizational quality management systems. These systems have promoted best quality management practices and continual improvement processes specific to environmental data collection and use and to environmental technology programs.

Independently, quality principles have also been applied to other lines of business within EPA, including financial and administrative areas. Internationally recognized quality management system principles and standards have been adopted by many governmental, inter-governmental, and non-governmental organizations to ensure the quality of their products and services. EPA, as a leader in the fields of environmental science and management, has recognized the need to further incorporate such

¹ Later updated as ANSI/ASQ E4-2004, *Quality Systems for Environmental Data and Technology Programs - Requirements with Guidance for Use*, Milwaukee, Wisconsin 2004.

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standards and principles throughout its business operations.

5. AUTHORITY

The Quality Policy CIO 2106.0 establishes the authority for this Procedure.

6. PROCEDURE

A. Introduction

This Procedure describes tools and processes needed to implement EPA's Quality Policy and Quality Program. The tools and processes define a systematic approach based on international consensus quality management standards that may be applied to any business line or activity.

By adopting and promoting the tools, processes, and requirements in this Procedure, Agency leaders will ensure continual improvement in the quality of EPA products and services.

Specifically, this Procedure:

- Describes processes and guidance to assist EPA organizations in developing and reviewing their quality management systems and identifying products and services covered by the Quality Policy; and
- Requires the AA/CIO to conduct Quality Progress Reviews and maintain a Management Action Plan (MAP) to identify quality improvement areas and how they will be addressed.

B. Existing Policies Covered by the Quality Program

EPA has developed and issued many Agency and organization-specific quality-related policies, procedures, standards and guidance in support of its business lines and activities. A partial list of these is provided in Appendix 1. It includes, but is not limited to, documents that cite the range of quality activities, policies and procedures developed for Agency products and services.

The Quality Policy recognizes EPA's Quality Program comprising a framework of previously developed quality-related policies, procedures, standards, and guidance. EPA organizations will continue to implement and periodically update existing quality-related policies, procedures, and guidance as directed by their Assistant Administrators and Regional Administrators. EPA organizations will identify, on an ongoing basis, additional quality-related policies, procedures, standards and guidance to be included in Appendix 1. Each Assistant Administrator (AA) and Regional Administrator (RA) should designate a lead, Senior Information Officer (SIO) or other management representative, for this activity within their organization. The Quality and Information Council (QIC) may

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provide guidance as to whether an activity should be covered by the Quality Program. As additional policies, procedures, and quality-related resources are recognized under the Quality Policy, Quality Program managers will be able to improve coordination of cross-program, quality-related issues pertaining to the Agency's products and services.

C. Products and Services Covered by the Quality Program

The following list can be used by EPA organizations to identify products and services that may be covered by EPA's Quality Program:

- *Data and information and their resulting products and services produced for public use or access by partners, stakeholders, or organizations outside the Agency.* Products and services intended for external audiences are subject to a high level of scrutiny and may be challenged under the Information Quality Act. Organizations must ensure the application and documentation of uniform and consistent quality practices for all products and services intended for external dissemination.
- *Data and information and their resulting products and services produced for cross-program business activities internal to the Agency.* Inter-organizational or cross-program products and services may apply Agency-wide or other accepted standards of quality. Products and services developed by one EPA organization for use by other Agency organizations are expected to utilize quality practices and processes.
- *Products and services produced by individuals or organizations outside of EPA that support aspects of EPA's mission.* Products and services produced by outside individuals and organizations for, or that represent, the Agency are subject to applicable quality requirements under federal extramural agreements.
- *Administrative or financial management systems, information technology applications, or other technology-enabled systems developed for use by EPA offices and/or partners or stakeholders (including regulated parties) external to the Agency.*
- *Technology, systems, or devices acquired or developed for use in environmental monitoring, characterization, remediation, control, research, energy development or use, or other areas pertinent to EPA's mission.*

EPA organizations will, on an on-going basis, identify products and services that lack processes to ensure their quality. Each AA and RA should designate a lead, such as their SIO or other management representative, for this activity within their organization. These officials are responsible for determining needs and prioritizing the development of new policies, procedures, and guidance to ensure the quality of their organization's products and services.

Internal products and services - EPA organizations may apply the Quality Policy to other products or services developed for internal use only.

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D. Documented Quality Processes

EPA organizations will develop and approve documented quality processes and procedures that ensure that the Quality Policy is being implemented. These documented processes and procedures are based on organization-specific and/or program-specific requirements. In the absence of Agency-level approval requirements, the AA or RA will determine the level of management approval necessary for the activity.

Documented processes and procedures must be developed in accordance with existing business lines' (CIO 2105) program-specific guidance or other consensus-based standards. Similarly, the *Office of the Chief Financial Officer's (OCFO's) Annual FMFIA Guidance* describes quality requirements, processes, procedures, and tools for implementing EPA's Financial Management Quality Assurance Program.

If organizational or program quality guidance does not exist, then the organization should develop or adopt its own quality procedures. In documenting their quality processes, organizations may wish to employ conceptual frameworks such as the "Plan-Do-Check-Act (P-D-C-A)" quality model described in ISO 9001 (current version) (and related consensus standards) for lines of business and activities within the scope of the Quality Policy and Procedure. The P-D-C-A model includes the following steps:

Plan: Establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies

Do: Implement the process on program specific activities

Check: Monitor and measure processes, products and services against policies, objectives and requirements

Act: Take action to continually improve process performance.

The P-D-C-A quality model may be applied to each stage of the product or service life cycle including: research, design, planning, oversight, maintenance, modification, archiving, and closeout. These interrelated activities and processes for ensuring quality at each stage of the life cycle form the basis of a quality management system.

Typically, quality management systems are documented in quality management plans (QMPs) or equivalent documents that describe the following elements:

- Operating procedures;
- Specifications, data standards and guidance;
- Resources (e.g., staff, extramural support and training programs);
- Roles and responsibilities;
- Documentation, metadata, reporting, and records management procedures; and,
- Monitoring systems that document the quality of an organization's product

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and services.

Organizational QMPs and other documented quality processes are an integral part of the Agency Quality Program. EPA quality guidance is available on the Quality Staff's web site www.epa.gov/quality, which includes a listing of web links and reference citations from other government organizations and standards bodies. Organizations that currently have a QMP in place for one line of business, e.g., environmental data, may wish to expand their Plan to include activities such as IQG Pre-Dissemination Review, Peer Review procedures, etc.

E. Review of Organizations' Quality Processes

EPA organizations will internally assess or review the effectiveness of their quality processes, systems, and plans. Such assessments or reviews must be conducted in accordance with existing organizational and program-specific requirements and guidance. An organizational system review, assessment, or audit should be conducted every three to five years. If organizational guidance does not exist, then the organization should develop or adopt its own review procedures.

EPA organizations shall report required reviews, assessments, and audits through the appropriate, existing Agency reporting relationships (i.e. Region to a National Program Office (NPO)). Similarly, components of EPA organizations responsible for other lines of business including finance, human resources, grants, etc. will continue to report reviews, assessments and audits to the appropriate NPO. Each AA will forward results of quality reviews, assessments and audits for their programs to the AA/CIO upon request. The AA/CIO will incorporate the information from these reports into the annual Quality Progress Review and in turn, the MAP (as discussed in Section F).

F. Reporting Process

1. Agency Quality Progress Review

The AA/CIO will conduct a periodic Agency-wide Quality Progress Review describing how the Agency is meeting its quality goals and objectives. Based on quality-related performance information extracted from other existing reporting mechanisms, the AA/CIO will review the status of the Quality Policy implementation and on progress toward meeting EPA's quality goals. The Quality Progress Review will provide an overall quality performance summary of and for EPA.

The Quality Progress Review has two parts. First is a review of selective Agency products and services to assess how well they meet quality-related requirements. The second part is a review of the Agency's Quality Program for issues and/or gaps. The following diagram (Figure 1) describes a general quality assurance process that will be used by the AA/CIO to develop a framework to review the Agency's Quality Program and to map the Agency's quality-related policies and procedures.

This will help to identify gaps and issues with the Agency's Quality Program.

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As outlined above, the AA/CIO will rely on existing reporting mechanisms such as the Quality Assurance Annual Report and Work Plan, and will utilize existing reported information provided to various national program managers, such as the Chief Financial Officer, to conduct the Quality Progress Review.

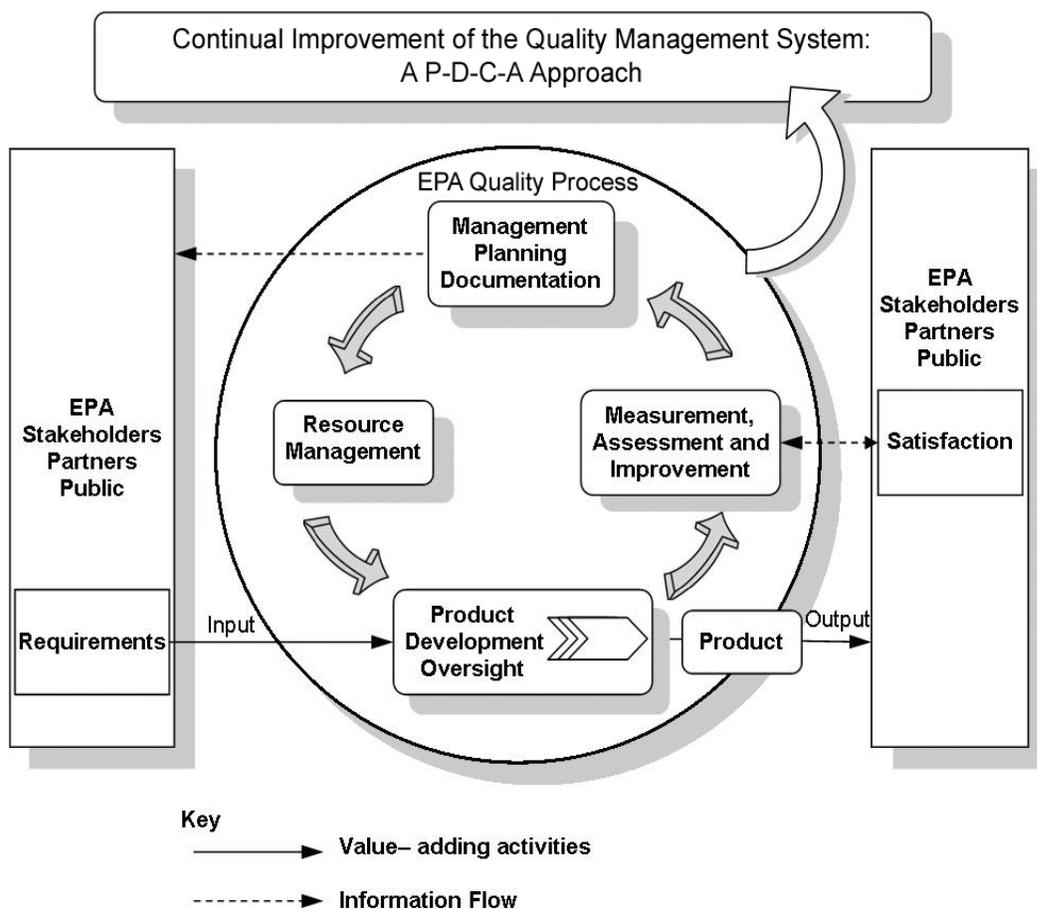


FIGURE 1² – EPA’s model to review quality-related processes

Quality management system components will be evaluated in four major quality process

² The figure is adapted from ISO 9001 with the permission of the American National Standards Institute (ANSI) on behalf of the International Organization for Standardization (ISO). Copies of all ISO standards can be purchased from ANSI, 25 West 43rd St. New York, NY 10036, 212-642-4900, info@ansi.org, <http://webstore.ansi.org>

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areas:

Management Planning Documentation: describes the organization's mission, goals, objectives and operations; applicable products and services; adherence to applicable EPA quality-related policies and procedures, quality control/assurance processes and controls, and modes of quality assurance process and output documentation; and executive, management, and staff roles and responsibilities.

Resource Management: describes available financial and staff resources for Quality Program implementation and ongoing execution, human resources (e.g., competence, training), infrastructure, and work environment.

Product Development Oversight: describes product and service life cycle development planning, specifying product and service quality and performance goals, review, and documentation.

Measurement Assessment and Improvement: describes quality-related assessment and evaluation approaches, status reporting, and approaches for addressing quality-related issues.

2. Management Action Plan

The AA/CIO will maintain an ongoing MAP that tracks how quality issues identified by Quality Progress Review(s) and other quality management activities are being addressed.

Solutions and action plans for resolving identified issues will be negotiated with the appropriate, responsible EPA organizations. The MAP will include how improvement areas will be addressed, the lead, responsible organization, schedules and milestones for improvement, and targeted result(s) or final product.

G. Notification Process

In the event any EPA organization identifies a quality-related issue or problem with a product or service that may adversely impact Agency operations, that office's Senior Information Official (SIO) will notify the AA/CIO. This notification applies to issues identified outside of the CIO's current mechanisms for correcting information under the Information Quality Guidelines and Integrated Error Correction Process. This notification will include: (1) a description of the issue or problem, (2) the name of the entity that produced the product or service, (3) a timeframe in which the product or service was produced by the entity, and (4) when the product or service was received by the Agency.

Each Program or Regional office must have procedures in place for conducting a management review of such products or services to determine: (1) the extent of any potential impact to the Agency should the product or service be used and (2) any remediation steps to be taken to address any concerns raised with the continued use of such products or services.

The AA/CIO will notify all SIOs in the Agency of the potential issue or problem. This

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ensures that each office with similar products or services will also conduct a management review to examine potential impacts on their program. The AA/CIO will ensure that all offices are kept informed of the ongoing examination and final outcome regarding such products or services via regular QIC meetings and ad hoc communications.

Once a management review is completed by each office impacted by such products or services, that office's SIO should notify the proper Agency officials in accordance with their established procedures.

7. RELATED DOCUMENTS

Quality Policy CIO 2106.0

Please see 'Appendix 1' of this Procedure.

8. ROLES AND RESPONSIBILITIES

EPA Administrator: The Administrator promotes quality as an integral component to mission assurance through products and services that support EPA's activities and meet the needs and expectations of our customers.

Assistant Administrator for the Office of Environmental Information/Chief Information Officer: OEI's Assistant Administrator and Chief Information Officer (AA/CIO) acts as the Agency Senior Management Official for quality management and leads the Agency-wide implementation of this Policy, and the Agency Quality Program. The AA/CIO is responsible for conducting the Agency's Quality Progress Review, maintaining and tracking progress in implementing the Agency's current Management Action Plan, and informing AAs and RAs of any issues or problems related to the quality of Agency products or services encompassed by the Quality Policy.

Senior Information Officials: EPA organizations' Senior Information Officials (SIO) in Headquarters and Regional Offices constitute an Agency-wide network to assist the AA/CIO in the effective oversight, coordination and management of quality and related issues.

Senior Policy Council: An EPA internal leadership organization, chaired by the Deputy Administrator with members comprising the Chief Information Officer (chair of the Quality and Information Council), Science Advisor (chair of the Science Policy Council) and Associate Administrator for Policy, Economics and Innovation (chair of the Regulatory Policy Council).

Quality and Information Council: The Quality and Information Council (QIC), composed of SIOs and other senior managers as stipulated in the QIC Charter, advises and assists "the Assistant Administrator for Environmental Information/Chief Information Officer in developing and implementing the Agency's quality ... goals and policies." The QIC also serves as a forum to discuss coordination of the development and effective application of quality management principles and practices across EPA business and organizational lines and will act to recommend actions to improve consistency and uniformity in

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implementing the Agency Quality Program.

The AA/CIO and the QIC ensure that all other policies or procedures that support or implement aspects of the Agency's Quality Program are aligned and consistent with this Policy and its related procedures and guidelines.

Assistant Administrators: Assistant Administrators (AAs) will ensure that quality-related policies and procedures are developed and implemented for their programs consistent with their specific missions, and will dedicate sufficient resources to support the effective implementation of the Quality Policy and this Procedure within their organizational units for products and services across all business domains. Depending on the organization, such implementation may be accomplished through the SIO or other designated management representative(s).

Each AA may re-delegate the responsibilities for these assessments to appropriate senior managers (i.e. SIOs, Regional Science and Technology [RS&T] Directors who oversee the business domains of environmental data and information, research and administration. Depending upon the organization, such assessments may be accomplished through re-delegation to an appropriate senior manager, Quality Manager and/or other management representative(s). These officials are responsible for determining needs and prioritizing the development of new policies, procedures, and guidance to ensure the quality of their organization's products and services.

Chief Financial Officer: Consistent with the Chief Financial Officers (CFO) Act 1990, Clinger-Cohen Act 1996, the CFO is responsible for ensuring that (1) accounting, financial, and other relevant administrative information systems are designed, developed, maintained, and used effectively to provide financial or program performance data; and (2) financial and related program performance data are provided on a reliable, consistent, and timely basis to financial management systems. In addition, the CFO is the responsible authority for activities under OMB Circulars A-123 and A-127. This Policy does not supersede the quality assurance provisions of these or other CFO authorities.

Regional Administrators: Regional Administrators (RAs) will ensure that quality-related policies and procedures are developed and implemented for their regions consistent with their specific programs and regional missions, and will dedicate sufficient resources to support the effective implementation of this Policy within their organizational units for products and services across all business domains. Depending on the organization, such implementation may be accomplished through the SIO, or other designated management representative(s).

Each RA may re-delegate the responsibilities for these assessments to appropriate senior managers (i.e. SIOs, Regional Science and Technology [RS&T Directors] who oversee the business domains of environmental data and information, research and administration. Depending upon the organization, such assessments may be accomplished through re-delegation to an appropriate senior manager, Quality Manager

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and/or other management representatives. These officials are responsible for determining needs and prioritizing development of new policies, procedures, and guidance to ensure the quality of their organization's products and services.

Science Policy Council: The Science Policy Council (SPC) serves as a mechanism for addressing EPA's many significant science policy issues that go beyond regional and program boundaries. With a goal of integrating policies that guide Agency decision-makers in their use of scientific and technical information, the SPC works to implement and ensure the success of selected initiatives recommended by Agency staff and external advisory bodies such as the National Research Council and others such as the Congress, industry and environmental groups.

9. DEFINITIONS

Consensus Standards: Standards that are developed and adopted by achieving agreement with all affected parties. These standards are developed in accordance with procedures used by the International Standards Organization or organizations accredited by the American National Standards Institute.

Data: A collection of facts and estimates from which conclusions may be drawn.

Data Standard: Documented consensus-based agreement on the format and definition of common data.

Environmental Data: Any measurements or information that describe environmental processes, location, or conditions; ecological or health effects and consequences; or the performance of environmental technology. For EPA, environmental data include information collected directly from measurements, produced from models, and compiled from other sources such as databases or literature.

Environmental Data Operations: Work performed to obtain, use, or report information pertaining to environmental processes and conditions.

Environmental Technology: An all-inclusive term used to describe pollution monitoring, measurement and control devices and systems, waste treatment processes and storage facilities, and site remediation technologies and their components that may be utilized to remove pollutants or contaminants from or prevent them from entering the environment.

Framework: For the purposes of this policy, an organizing structure comprising Agency quality policies, procedures, guidance, and tools.

Information: For purposes of this policy, information means any communication or representation of knowledge such as facts or data, in any medium or form, including, but not limited to, textual, numerical, graphic, cartographic, narrative, or audiovisual forms. (OMB Information Quality Guidelines)

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Information Product: Any book, paper, map, machine-readable material, audiovisual production, or other documentary material, regardless of physical form or characteristic. (OMB Circular A-130)

Information Quality Guidelines (IQG): An Agency document that provides criteria for ensuring the quality, utility, and transparency of disseminated EPA data and information products and services. Quality is defined as a performance measure that ensures that products and services meet Agency requirements and customer needs.

Integrated Error Correction Process: The Agency's Integrated Error Correction Process (IECP) is a process by which members of the public can notify EPA of a potential data error in information EPA distributes or disseminates.

Information System: An organized collection, storage, and presentation system of data for decision making, progress reporting, and for planning and evaluation of programs. It can be either manual or computerized, or a combination of both.

Life Cycle: The life span of a product or service from its initial planning and development, to its use and maintenance, and to its final closure or disposal.

Management Action Plan: An ongoing plan issued by the AA/CIO that identifies organizational quality issues, sets schedules and notes progress being made in addressing areas for improvement.

Management System: A system to establish policy and objectives and to achieve those objectives (ISO 9001). A management system may describe the policies, objectives, principles, authority, responsibilities, accountability, and implementation plan of an organization for conducting work and producing products and services.

Metadata: Information about data required to facilitate its use, understanding and management. Metadata should answer questions about data such as why they were collected, how they were collected, what was done to the data, what they were used for and what were their limitations.

Process: A set of interrelated resources and activities which transforms inputs into outputs. Examples of processes include analysis, design, data collection, operation, fabrication, and calculation.

Product: The intended result or final output of an activity or process that is disseminated or distributed among EPA organizations or outside of EPA.

Quality Assurance: A management or oversight function that deals with setting policy and running an administrative system of management controls that cover planning, implementation, review and maintenance to ensure products and services are meeting their intended use.

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Quality Control: The overall system of technical activities that measure the attributes and performance of a process, item, or service against defined standards to verify that they meet the stated requirements established by the customer; operational techniques and activities that are used to fulfill requirements for quality.

Quality Management: That aspect of the overall management system of the organization that determines and implements the quality policy. Quality management typically includes strategic planning, allocation of resources, and other systematic activities (e.g., planning, implementation, and assessment) pertaining to the quality program.

Quality Management Plans: A formal document or manual that describes the quality system in terms of the organizational structure, functional responsibilities of management and staff, lines of authority, and required interfaces for those planning, implementing and assessing all activities conducted.

Quality Program: The totality of management controls, processes, and documentation in EPA's planning, implementation, and assessment of applying quality in the creation of Agency products and services.

Service: A discrete function that performs one or more operations and returns a set of results to an external requester.

10. WAIVERS

No waivers from this Policy will be accepted. Because this Policy encompasses a broad range of products and services based on various policies, procedures and guidance documents as noted in Section 2, organizations that wish to appeal a particular requirement should address their request to the Agency official responsible for that requirement. For example, an organization that is seeking a waiver from peer review requirements would address its appeal to EPA's Administrator.

11. RELATED PROCEDURES AND GUIDELINES

See Appendix 1 of this Procedure.

12. MATERIAL SUPERSEDED

This Procedure does not change the authorities or responsibilities of individual EPA organizations to apply quality principles and practices in the development of their products and services.

13. ADDITIONAL INFORMATION

For further information about this Quality Policy Procedure or the Quality Program, please contact the Office of Environmental Information, Quality Staff.

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**Molly A. O'Neil, Assistant Administrator
and Chief Information Officer
Office of Environmental Information**

APPENDIX 1

RELATED DOCUMENTS (as of June 12, 2008)

The following is a partial list of Agency-wide quality-related policies, procedures, standards, and guidelines that collectively define and support EPA's quality program. These documents are organized by Agency program areas; however, a number of these documents are applicable across a wide range of Agency activities.

Environmental Data and Information, including Regulation Development

Chief Information Officer (CIO) 2105.0 (formerly EPA Order 5360.1A2)
Policy and Program Requirements for the Mandatory Agency-wide Quality System May 2000 www.epa.gov/quality

Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information Disseminated by the Environmental Protection Agency
<http://www.epa.gov/quality/informationguidelines/index.html>

Agency-wide Quality System Guidance Documents
http://www.epa.gov/quality/ga_docs.html

Information Products Bulletin
<http://www.epa.gov/ipbpages/>

EPA Action Development Process
<http://intranet.epa.gov/adplibrary/>

Integrated Error Correction Process
http://oaspub.epa.gov/enviro/ets_grab_error.smart_form

Data Standards Policy (CIO Order 2133)

Data Standards Development Procedures

Data Standards Maintenance Procedures

Data Standards Implementation Procedures

Data Standards Waivers Procedures
<http://intranet.epa.gov/oei/imitpolicy/qic/meetings/06-29-2007/EPADataStandardsPolicy042107.pdf>

Science, Research and Technology

Peer Review Policy
http://www.epa.gov/peerreview/pdfs/peer_review_policy_and_memo.pdf

Peer Review Handbook, 3rd edition, May 2006
<http://www.epa.gov/peerreview/pdfs/Peer%20Review%20HandbookMay06.pdf>

A Summary of General Assessment Factors for Evaluating the Quality of Scientific and Technical Information

<http://www.epa.gov/OSA/spc/pdfs/assess2.pdf>

Science Policy Council Handbook: *Risk Characterization*

<http://www.epa.gov/OSA/spc/pdfs/rchandbk.pdf>

Environmental Data Standards

[http://oaspub.epa.gov/edr/EPASTD\\$.STARTUP](http://oaspub.epa.gov/edr/EPASTD$.STARTUP)

Science Policy Council Directive for Assuring the Competency of Environmental Protection Agency Laboratories

<http://epa.gov/osa/fem/activities.htm>

<http://epa.gov/osa/fem/pdfs/labdirective.pdf>

EPA Council on Regulatory Environmental Modeling Draft Guidance

<http://www.epa.gov/sab/panels/cremgacpanel.html>

Guidance on Quality Assurance for Environmental Technology (G-11), January 2005

<http://www.epa.gov/quality/qs-docs/g11-final-05.pdf>

Administrative, including IT Systems

EPA Records Management Manual

<http://www.epa.gov/records/policy/2160/index.htm>

EPA Contracts Manual <http://epawww.epa.gov/oamintra/policy/cmm.pdf>

EPA Research and Demonstration Grant Regulations

http://www.epa.gov/ogdunix1/AppKit/applicable_epa_regulations_and_description.htm

Annual FMFIA Guidance

<http://intranet.epa.gov/ocfo/perform/integrity.htm>

Policy and Implementation Guide for Communications Product Development and Approval <http://www.epa.gov/productreview/guide>

The following policies can be found at:

<http://intranet.epa.gov/oei/imitpolicy/policies.htm>

EPA System Life Cycle Management Policy (CIO Order 2121.0, formerly 2100.5)

EPA Enterprise Architecture Policy (CIO Order 2120.3)

EPA Information Technology Capitol Planning and Investment Control (CPIC) (CIO Order 2100.3) Earned Value Management Procedures (Addendum to CPIC Procedures)

Senior Information Officials (SIO) Order (CIO Order 2101)

Security: a) Security Manual (CIO Order 2195A1)
Agency Network Security Policy (ANSP) (CIO Order 2150,
formerly 2195.1A4)
b) Interim Policy and Procedures for Protecting Personally Identifiable
Information (PII) (CIO Policy Transmittal 06-011)

Web Governance and Management (CIO Order 2191.0)

Accessible Electronic and Information Technology (CIO Order 2100.1)