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**Environmental Information Quality Policy**

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Directive No: CIO 2105.1

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

**Environmental Information Quality Policy**

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1 **1. PURPOSE**

2  
3 This Policy:

- 4 • establishes policy and program requirements for the preparation and  
5 implementation of the Environmental Protection Agency's (EPA) Quality Program;
- 6 • is consistent with the principles in the American Society for Quality  
7 (ASQ)/American National Standards Institute (ANSI) E4:2014, *Quality  
8 management systems for environmental information and technology programs—  
9 Requirements with guidance for use*;
- 10 • recognizes existing quality policies, procedures, standards, and guidance as the  
11 foundation of the EPA Quality Program; and
- 12 • provides a structure to ensure and enhance the effectiveness of the Quality  
13 Program and its application to environmental information and technology  
14 programs.

15  
16 This Policy affirms:

- 17 • EPA's commitment to applying quality principles and practices to environmental  
18 information and technology programs;
- 19 • EPA's commitment to utilizing environmental information that is of known and  
20 documented quality and is scientifically and legally defensible;
- 21 • the Office of Mission Support (OMS), Deputy Assistant Administrator (DAA) for  
22 Environmental Information (EI) and Chief Information Officer's (CIO) responsibility,  
23 as the designated federal official for quality at EPA, to lead, coordinate, and  
24 maintain an effective Quality Program throughout EPA;
- 25 • the DAA/CIO and the CIO Strategic Advisory Committee's (SAC) leadership of  
26 EPA's Quality Program in assuring the quality of environmental information and  
27 technology programs; and
- 28 • the roles of other key Agency managers and organizations that are implementing  
29 quality policies and practices for collection, production, evaluation, or use of  
30 environmental information across Agency programs.

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32 **2. SCOPE**

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34 This Policy defines the minimum requirements for the Quality Program supporting EPA  
35 environmental programs that encompass the collection, production, evaluation, or use of  
36 environmental information by or for EPA and the design, construction, and operation of  
37 environmental technology. Collectively these activities are referred to as environmental  
38 information operations.  
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**3. AUDIENCE**

The audience for this Policy is all Agency employees responsible for environmental information operations. This includes Headquarters and Program Offices, Regions, and their sub-organizations. When cited in extramural agreements, this Policy also applies 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, and other environmental information providers) performing work in support of EPA's mission or national program priorities as defined by and in accordance with federal laws, regulations, extramural agreements, or performing work on a voluntary basis under agreement with EPA.

**4. BACKGROUND**

Since 1979, it has been an Agency requirement for all EPA organizations supporting environmental programs and non-EPA organizations performing work on behalf of EPA to participate in an Agency-wide Quality Program. Documentation of this policy, with a scope of primary environmental data collection, was first written in April 1984, in EPA Order 5360.1, *Policy and Program Requirements for the Mandatory Agency-Wide Quality Management System*.

On May 5, 2000, this Order was reissued and in 2008, renumbered as CIO 2105.0, and was written with the intent for the Agency's Quality Program to be applicable to only environmental data collection, evaluation, or use. On October 20, 2008, CIO 2106, *Quality Policy* and CIO 2106-P-01.0, *Procedure for Quality Policy* were published and addressed all Agency products and services; however, a notice to rescind CIO 2105 and CIO 2105-P-01-0 did not occur. As a result, there were two existing Quality Policies with an undefined relationship, which caused uncertainty with Agency managers and Quality Assurance (QA) personnel as to which policy was applicable.

A clarification memorandum issued on December 12, 2010 by the Assistant Administrator (AA)/CIO, restricted applicability of CIO 2106 to only environmental data collection, production, and use. The memorandum also directed that the Agency use the Federal Managers Financial Integrity Act (FMFIA) process for administrative and financial quality-related issues; and indicated use of the Information Quality Guidelines (IQG) process for all other quality-related issues.

On August 1, 2017, the CIO's SAC made the decision to rescind CIO 2106 and update CIO 2105 to be consistent with ASQ/ANSI E4 (2014) and current Agency directives that have quality components.

**5. AUTHORITY**

These citations are valid at the time of issuance of this Policy. Since these documents are subject to periodic review, users of this Policy should refer to the most recent version.

- [National Technology Transfer and Advancement Act \(NTTA\), \(PL 104-113\)](#)

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- 88 • [Clinger-Cohen Act of 1996 \(PL 104-106\)](#)
- 89 • [Office of Management and Budget \(OMB\) Circular A-130, Management of Federal](#)
- 90 [Information Resources](#)
- 91 • [Information Quality Act \(IQA\), Section 515 of Treasury and Government](#)
- 92 [Appropriations Act, 2001 \(PL 106-554, 31 USC 3516\)](#)
- 93 • [2 CFR 1500.11: Uniform Administration Requirements, Cost Principles and Audit](#)
- 94 [Requirements for Federal Awards, Quality Assurance](#)
- 95 • [40 CFR Part 40: Research and Demonstration Grants \(EPA's Quality System-](#)
- 96 [Related Regulations\)](#)
- 97 • [40 CFR Part 35: State and Local Assistance](#)
- 98 • [48 CFR Part 46: Quality Assurance](#)
- 99

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**6. POLICY**

100 This Policy outlines EPA's Quality Program requirements to support EPA's mission to  
101 protect human health and the environment and to ensure environmental information and  
102 technology products are of known and documented quality for their intended use(s). It  
103 defines the DAA/CIO's role in leading the Agency Quality Program and recognizes and  
104 builds upon existing environmental information operations quality-related policies,  
105 procedures, and activities implemented across the Agency. This Policy ensures a  
106 comprehensive and coordinated approach for consistent implementation of continual  
107 improvement in the quality of EPA's environmental information and technology operations.  
108 Also, all environmental information operations performed for the Agency must comply with  
109 this Policy as defined in extramural agreements.

110 This Policy requires organizations to develop, implement, and maintain a Quality Program.  
111 Each organization listed in Section 3, Audience, and covered by the scope of this Policy  
112 must:

- 113 A. **Assign a Quality Assurance Manager (QAM).** The title of this position may vary  
114 by organizational structure [e.g., Director of Quality Assurance (DQA) and  
115 Regional Quality Assurance Manager (RQAM)]. For this Policy, this position will  
116 be referred to as the QAM. This person will function independently of direct  
117 environmental information generation, model development, or technology  
118 development. The QAM will have Quality Management expertise, and the  
119 authority to conduct independent oversight of the organization's Quality Program.  
120 They will report on quality issues to senior managers having executive leadership  
121 authority for the organization.
- 122 B. **Develop a Quality Management Plan.** Describe and document their Quality  
123 Program in a Quality Management Plan (QMP) consistent with the most current  
124 version of CIO 2105-P-01, *Environmental Information Quality Procedure*. The  
125 QMP describes the organization's Quality Program. It documents how the  
126 organization structures its Quality Program and describes its quality policies and  
127 procedures; criteria for and areas of application; and roles, responsibilities, and  
128 authorities. It also describes an organization's policies and procedures for  
129 implementing and assessing the effectiveness of the Quality Program. The QMP  
130 must document all technical activities to be performed under the Quality Program  
131 and how the program will integrate QA and quality control (QC) procedures and  
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- 137 plans into all its environmental information operations activities. Approval of an  
138 EPA organization's QMP requires signatures by their executive leadership and the  
139 DAA/CIO or the Office of Enterprise Information Programs (OEIP) Director.  
140
- 141 C. **Provide for Resources.** Ensure resources are available to implement the Quality  
142 Program as defined in their QMP, including QA resources required for extramural  
143 activities in support of EPA.  
144
- 145 D. **Conduct Systematic Planning.** Document the processes for systematic planning  
146 and use them to develop acceptance or performance criteria and to perform  
147 design, construction, and operations for all environmental information operations.  
148
- 149 E. **Prepare Quality Assurance Project or Program Plan Documentation.**  
150 Document the output of systematic planning in Quality Assurance Project or  
151 Program Plans (QAPPs) or equivalent document (in this Policy referred to as  
152 QAPPs) and approve them for use. Document the plan for environmental  
153 information operations in a QAPP consistent with the current version of EPA CIO  
154 2105-P-01.1, *Environmental Information Quality Procedure*, as required for each  
155 environmental information project. EPA QAMs, as defined by the organization's  
156 QMP, review and approve QAPPs for all applicable environmental information  
157 operations projects prior to any data gathering work, or use, except under  
158 circumstances requiring immediate action to protect human health and the  
159 environment or operations conducted under police powers. QAPPs must describe  
160 the project and data quality objectives (DQOs), applicable QA procedures, QC  
161 specifications, and implementation of other activities to ensure the expected  
162 quality of the project results.  
163
- 164 F. **Develop Directives.** Develop, maintain, and implement for their organization  
165 appropriate Quality Program related policies, procedures, standards, and  
166 guidance pertaining to all environmental information operations work.  
167
- 168 G. **Execute Assessments and Audits.** Plan, conduct, and document assessments  
169 and audits annually to provide information on the effectiveness of the Quality  
170 Program in accordance with the procedures described in their QMP and  
171 supporting QAPPs.  
172
- 173 H. **Identify Corrective Actions and Improvements.** Perform and document  
174 corrective actions and improvements.  
175
- 176 I. **Hold Quality Program Management Reviews.** Plan, conduct, and document  
177 management reviews of the Quality Program in accordance with the procedures  
178 described in the organization's QMP to assess its effectiveness and institute  
179 improvements. Performance of these reviews and timely action on the results  
180 demonstrates senior management commitment to implementation of the Quality  
181 Program.  
182
- 183 J. **Conduct Reporting.** Report annually QA/QC activities for each fiscal year (FY)  
184 and those activities planned for the upcoming FY to the CIO. Provide this  
185 information as described in the annual reporting data call from the CIO. This

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186 reporting of QA activities provides EPA managers access to information covering  
187 key QA/QC activities.

188  
189 K. **Evaluate Information using the Information Quality Guidelines (Pre-**  
190 **Dissemination Review).** Plan for and assess all environmental information  
191 (primary and existing) prior to use in supporting Agency actions or decisions to  
192 verify the information is of sufficient quality, objectivity, utility and integrity for their  
193 intended use and purpose.

194  
195 Ensure information disseminated by or for EPA conforms with the *Guidelines for*  
196 *Ensuring and Maximizing the Quality, Objectivity, Utility and Integrity of*  
197 *Information Disseminated by the Environmental Protection Agency*<sup>1</sup>, referred to as  
198 the Information Quality Guidelines (IQG) criteria for quality, objectivity, utility,  
199 integrity.

200  
201 L. **Document Quality Program Requirements for Intra and Extramural**  
202 **Agreements.** All EPA organizations shall identify projects, whether intramural or  
203 extramural, that may be subject to the Quality Program Policy and Procedure and  
204 document this determination. For those that are, identify and document approval  
205 of Quality Program documentation and strategies needed to support the project  
206 objectives.

207  
208 M. **Address Environmental Information Quality Issues.** Implement the CIO  
209 notification process described in the current version of CIO 2105-P-03.0, *CIO*  
210 *Notification Procedure for Environmental Data Quality Issues*<sup>2</sup>.

211  
212 N. **Address Field Activities.** Implement the requirements as described in the current  
213 version of CIO 2105-P-02.0 *EPA QA Field Activities Procedure*<sup>3</sup>.

214  
215 O. **Conduct Training.** Require appropriate training for all personnel to assure that  
216 QA and QC responsibilities and requirements of the Quality Program are  
217 understood.

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219 **7. ROLES AND RESPONSIBILITIES**

220

221 **EPA Administrator:** Promotes and ensures quality is an integral part of the Agency's  
222 mission by assuring that environmental information operations supporting EPA's programs  
223 and activities are scientifically and legally defensible and meet our customer and  
224 stakeholder needs and expectations. The Administrator may re-delegate the  
225 responsibilities for this Policy to Assistant Administrators (AA) and Regional Administrators  
226 (RAs).

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<sup>1</sup> <https://www.epa.gov/quality/guidelines-ensuring-and-maximizing-quality-objectivity-utility-and-integrity-information>

<sup>2</sup> The current version of this document is available at [https://www.epa.gov/sites/production/files/2020-08/documents/cio\\_notification\\_for\\_environmental\\_data\\_quality\\_issues\\_procedure.pdf](https://www.epa.gov/sites/production/files/2020-08/documents/cio_notification_for_environmental_data_quality_issues_procedure.pdf)

<sup>3</sup> The current version of this document is available at <https://www.epa.gov/sites/production/files/2015-03/documents/2105-p-02.pdf>

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228 **Assistant Administrators (AA) and Regional Administrators (RA):** Each AA and RA is  
229 responsible for the following QA activities:

- 230
- 231 • Implementing this Policy in the context of the organization's specific mission;
  - 232 • Ensuring that adequate resources are devoted to QA activities to ensure  
233 compliance with EPA's QA directives, to support the organization's mission and to  
234 fully implement the organization's approved QMP;
  - 235 • Ensuring that the organization's QMP includes activities that will help assure the  
236 quality of the information the organization collects, manages, or uses in carrying  
237 out its mission;
  - 238 • Certifying annually to the DAA/CIO that the organization is implementing EPA's  
239 QA directives and that the quality of data produced and utilized by the  
240 organization is appropriate for its intended uses, including the use of data for  
241 programmatic decision-making and regulatory development. Provide this  
242 certification along with the organization's QA annual report to EQMD; and
  - 243 • Promoting continual improvement in QA activities across the organization.
- 244

245 **Office of Mission Support (OMS), Deputy Assistant Administrator (DAA) for**  
246 **Environmental Information (EI)/Chief Information Officer (CIO):** Acts as the EPA  
247 Senior Management Official for quality management and leads Agency-wide  
248 implementation of this Policy and EPA's Quality Program. Informs AAs, RAs, and the SAC  
249 of any issues related to the quality of Agency environmental information and  
250 environmental information operations encompassed by this Policy.

251 **Chief Information Officer's (CIO's) Strategic Advisory Committee (SAC):** Comprised  
252 of Senior Information Officials (SIOs) and other senior managers. Advises and reports to  
253 the DAA/CIO on Agency-wide environmental information operations. The SAC serves as a  
254 forum to discuss coordination of cross-cutting Agency quality-related issues.

255 **Senior Information Officials (SIOs):** Oversee effective implementation, coordination, and  
256 management of the organization's Quality Program for environmental information  
257 operations. Located in each Program Office and Region, SIOs report to the Agency  
258 DAA/CIO on quality-related issues.

259 **Mission Support Division Directors (MSDDs):** Manage issues related to information  
260 technology and information management (IT/IM). Support the Region's Quality Program  
261 and coordinate with Laboratory Services and Applied Science Division Directors  
262 (LSASDDs).

263 **Laboratory Services and Applied Science Division Directors (LSASDDs):** Support the  
264 Agency's Quality Program and provide technical assistance and expertise within the  
265 Agency and with external partners.

266 **Science and Technology Policy Council (STPC):** Serves as a mechanism for  
267 addressing EPA's science policy issues that go beyond regional and program boundaries,  
268 with a goal of integrating policies that guide Agency decision-makers on their use of  
269 scientific and technical information.

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276 The STPC is an executive-level council that is chaired by the Agency's Science Advisor,  
277 and provides a venue for identifying, coordinating, and, when appropriate, establishing  
278 consensus for high priority, cross-Agency science and technology policy issues focusing  
279 on issues that require high-level action and are relevant to the Regions and Program  
280 Offices.

281  
282 The STPC is supported by the:  
283 • Forum on Environmental Measurements,  
284 • Laboratory Enterprise Forum,  
285 • Peer Review Advisory Group, and  
286 • Risk Assessment Forum

287  
288 **Office of General Counsel (OGC) and Offices of Regional Counsel:** Provide legal  
289 advice on issues related to environmental information operations.  
290

291 **OMS-EI Office of Enterprise Information Programs (OEIP) and Enterprise Quality**  
292 **Management Division (EQMD) Directors:** Serve as Office and Division Directors  
293 respectively and are responsible for oversight of the Agency's Quality Program. Execute  
294 actions on behalf of the DAA/CIO.  
295

296 **EPA Quality Assurance Managers (QAMs):** Have delegated authority for the  
297 management of their Quality Program as described in their organization's QMP.  
298

299 **Agency Personnel:** Perform work associated with environmental information operations  
300 as identified in their organization's QMP.

301 **Recipients of Extramural Agreements:** Perform all environmental information operations  
302 in accordance with this Policy's requirements as defined in their extramural agreements.  
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**8. RELATED INFORMATION**

304  
305 These citations are valid at the time of issuance of this Policy. Since these documents are  
306 subject to periodic review, users of this Policy should refer to the current version.  
307

- 308
- 309 • CIO 2105-P-01.1 *EPA Environmental Information Quality Procedure*
  - 310 • CIO 2105-P-02.0 *EPA QA Field Activities Procedure*<sup>4</sup>
  - 311 • CIO 2105-P-03.0 *CIO Notification Procedure for Environmental Data Quality*  
312 *Issues*<sup>5</sup>
  - 313 • ASQ/ANSI E4, *Quality management systems for environmental information and*  
314 *technology programs—Requirements with guidance for use* (2014)
  - 315 • [Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and](#)  
316 [Integrity of Information Disseminated by the Environmental Protection Agency](#)
  - 317 • [U.S. EPA Scientific Integrity Policy](#)
  - 318 • [U.S. EPA Peer Review Handbook](#)
  - 319 • [Enterprise Architecture Policy](#)

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<sup>4</sup> The current version of this document is available at <https://www.epa.gov/sites/production/files/2015-03/documents/2105-p-02.pdf>

<sup>5</sup> The current version of this document is available at [https://www.epa.gov/sites/production/files/2020-08/documents/cio\\_notificaton\\_for\\_environmental\\_data\\_quality\\_issues\\_procedure.pdf](https://www.epa.gov/sites/production/files/2020-08/documents/cio_notificaton_for_environmental_data_quality_issues_procedure.pdf)

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- 320                   • [Data Standards Policy](#)  
321                   • [Enterprise Information Management Policy](#)  
322
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323 **9. DEFINITIONS**

324  
325 While this Policy uses multiple sources as the foundation for the terms defined, ASQ/ANSI  
326 E4 (2014), CIO 2105, and CIO 2106 serve as primary references. The intent of this Policy  
327 is to ensure consistency with these primary references and to make modifications where  
328 necessary to be applicable to the Agency.  
329

330 **Assessment**—The evaluation process used to measure the performance or effectiveness  
331 of a system and its elements. As used here, assessment is an all-inclusive term used to  
332 denote any of the following: audit, performance evaluation, management review, peer  
333 review, inspection, surveillance, or readiness review (including competency assessment,  
334 pre-award assessment of proposal, or technical assessment), peer consultation, product  
335 review (e.g., data inspection, software testing, pre-dissemination review, or review of  
336 contractor deliverables).  
337

338 **Audit**—A systematic and independent examination to determine whether quality activities  
339 and related results comply with planned arrangements and whether these arrangements  
340 are implemented effectively and are suitable to achieve objectives.  
341

342 **Consensus Standards**—Standards that are developed and adopted by achieving  
343 agreement with all affected parties. These standards are developed in accordance with  
344 procedures used by the International Organization for Standardization or organizations  
345 accredited by the ANSI.  
346

347 **Data**—A quantitative or qualitative representation of values, facts, observations, or ideas  
348 in a formalized manner capable of being transmitted, processed, stored, analyzed,  
349 interpreted, and/or communicated by some process, whether on paper or in electronic  
350 form.  
351

- 352                   • **Qualitative data**—is descriptive.  
353                   • **Quantitative data**—is numerical.  
354                   • **Primary data**—are data observed, collected, stored, or generated directly for a  
355                   specific purpose as defined by a QAPP.  
356                   • **Existing data**—are data that have been collected, derived, stored, or reported in  
357                   the past or by other parties (for a different purpose and/or using different methods  
358                   and quality criteria). Sometimes referred to as data from other sources.  
359                   • **Metadata**—is information about data required to facilitate its use, understanding,  
360                   and management. Metadata should answer questions about data such as why  
361                   they were collected, how they were collected, what was done to the data, what  
362                   they were used for, and what were their limitations. Metadata makes tracking and  
363                   working with specific data easier.

364 **Data Quality Objectives (DQOs)**—Qualitative and quantitative statements derived from  
365 the DQO Process that clarify study objectives, define the appropriate type of data, and



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366 specify tolerable levels of potential decision errors that will be used as the basis for  
367 establishing the quality and quantity of data needed to support decisions.

368  
369 **Data Standard**—Documented consensus-based agreement on the format and definition  
370 of common data.

371  
372 **Environmental Information**—Includes data and information that describe environmental  
373 processes or conditions which support EPA’s mission of protecting human health and the  
374 environment. Examples include but are not limited to:

- 375 • direct measurements of environmental parameters or processes;
- 376 • analytical testing results of environmental conditions (e.g., geophysical or  
377 hydrological conditions);
- 378 • data on physical parameters or processes collected using environmental  
379 technologies;
- 380 • calculations or analyses of environmental data;
- 381 • data provided by environmental data models; and
- 382 • environmental data compiled or obtained from databases, software applications,  
383 decision support tools, websites, existing literature, and other sources.

384  
385 **Environmental Information Operations**—A collective term for work performed to collect,  
386 produce, evaluate, or use environmental information and the design, construction, and  
387 operation of environmental technology.

388  
389 **Environmental Measurement**—A subgroup of Environmental Information that includes or  
390 produces values derived from tools, instruments, observational results, laboratory  
391 operations on environmental samples, or other sampling and testing equipment. It is any  
392 data collection activity or investigation involving the assessment of chemical, physical, or  
393 biological factors in the environment which affect human health or the quality of life.

394  
395 **Environmental Processes**—Manufactured or natural processes that produce discharges  
396 or that impact human health and the environment.

397  
398 **Environmental Programs**—Work or activities involving the environment, including but  
399 not limited to, characterization of environmental processes and conditions; environmental  
400 monitoring; environmental research and development; the design, construction, and  
401 operation of environmental technologies; and laboratory operations on environmental  
402 samples.

403  
404 **Environmental Technology**—An all-inclusive term used to describe pollution monitoring,  
405 measurement and control devices and systems, treatment processes and storage facilities  
406 and site remediation processes and their components, and site remediation technologies  
407 and their components that may be utilized to remove pollutants or contaminants or prevent  
408 them from entering the environment. Examples include but are not limited to:

- 409 • wet scrubbers (air),
  - 410 • soil washing (soil),
  - 411 • granulated activated carbon unit (water), and
  - 412 • filtration (air, water).
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414 Usually, this term applies to hardware-based systems; however, it also applies to methods  
415 or techniques used for pollution prevention, pollutant reduction, or containment of  
416 contamination to prevent further movement of the contaminants, such as capping,  
417 solidification or vitrification, and biological treatment.

418  
419 Environmental Technology does not account for QA associated with the development and  
420 design of an IT system.

421  
422 **Extramural Agreement**—A legal agreement between EPA and an organization outside  
423 EPA. Such agreements include but are not limited to contracts, work assignments,  
424 delivery orders, task orders, cooperative agreements, research grants, state and local  
425 grants, and EPA-funded interagency agreements. Refer to CIO 2105-P-01.1,  
426 *Environmental Information Quality Procedure*, for additional details related to QA  
427 documentation associated with extramural agreements.

428  
429 **Information Quality Guidelines**—An Agency document that establishes EPA’s policy  
430 and procedural guidance for ensuring and maximizing the quality of Agency disseminated  
431 information. The Guidelines outline EPA’s pre-dissemination review of information  
432 products and describe administrative mechanisms to enable affected persons to seek and  
433 obtain corrections from EPA regarding disseminated information that they believe do not  
434 comply with EPA guidelines.

435  
436 **Information System**—An organized collection, storage, and presentation system of data  
437 for decision making, progress reporting, and for planning and evaluation of programs. It  
438 can be manual or computerized, or a combination of both.

439  
440 **Intergovernmental**— Between the EPA and international, other federal, state, tribal,  
441 territorial, area-wide, regional or local governments and agencies.

442  
443 **Management System**—A management system may describe the polices, objectives,  
444 principles, organizational authority, responsibilities, accountability, and implementation  
445 plan of an organization.

446 **Organization**— An EPA organization is an office, region, national center, or laboratory.  
447 An external organization is a state, tribe, company, corporation, firm, enterprise, or  
448 institution, or part thereof, whether incorporated or not, public or private, that has its own  
449 functions and administration. In the context of this Procedure.

450  
451 **Process**—A set of interrelated resources and activities which transforms inputs into  
452 outputs. Examples of processes include analysis, design, data collection, operation,  
453 fabrication, and calculation.

454  
455 **Product**—The intended result or final output of an activity or process that is disseminated  
456 or distributed among EPA organizations or outside of EPA.

457  
458 **Quality**—The totality of processes, procedures, features, and characteristics of a product  
459 or service that bear on its ability to meet the stated or implied needs and expectations of  
460 the user.

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462 **Quality Assurance (QA)**—Management of an integrated system of activities involving  
463 planning, implementation, documentation, assessment, reporting, and quality  
464 improvement to ensure that a process, item, or service is of the type and quality needed  
465 and expected by the organization.  
466

467 **Quality Assurance Manager (QAM)**—The individual designated as the principal  
468 manager within the organization having oversight authority and responsibilities for  
469 planning, documenting, coordinating, and assessing the effectiveness of the Quality  
470 Program for the organization.  
471

472 **Quality Assurance Project or Program Plan (QAPP)**—A planning document related to  
473 a project or program that describes in comprehensive detail the necessary QA/QC  
474 requirement and other technical activities that must be implemented to ensure that the  
475 results of the work performed will satisfy the DQOs and stated performance criteria.  
476

477 **Quality Control (QC)**—The overall system of technical activities that measures the  
478 attributes and performance of a process, item, or service against defined standards to  
479 verify that they meet the stated requirements established by the customer; operational  
480 techniques and activities that are used to fulfill requirements for quality.  
481

482 **Quality Management**—The aspects of the organization’s overall management system  
483 that drive the implementation of an organization’s Quality Program. Quality Management  
484 includes strategic planning, allocation of resources, and other systematic activities (e.g.,  
485 planning, implementation, documentation, and assessment) pertaining to an organization’s  
486 Quality Program.  
487

488 **Quality Management Plan (QMP)**—A formal document that describes a Quality Program  
489 in terms of the organizational structure, functional responsibilities of management and  
490 staff, lines of authority, and required interfaces for those planning, implementing, and  
491 assessing all activities conducted.  
492

493 **Quality Program**—The totality of management controls, processes, and documentation in  
494 EPA’s planning, implementation, and assessment of applying quality in the creation of  
495 Agency environmental information and technology products and services.  
496

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497 **10. WAIVERS**

498  
499 N/A  
500

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501 **11. MATERIAL SUPERSEDED**

- 502
- 503 • *Policy and Program Requirements for the Mandatory Agency-Wide Quality*
  - 504 *Management System* (CIO 2105.0, May 5, 2000)
  - 505 • *EPA Quality Manual for Environmental Programs* (CIO 2105-P-01-0, May 5, 2000)
  - 506 • *Quality Policy* (CIO 2106.0, October 20, 2008)
  - 507 • CIO Clarification Memorandum, Subject: EPA Quality Policy (CIO 2016.0, December
  - 508 10, 2010)

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**Environmental Information Quality Policy**

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510 **12. CONTACTS**

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For information about this Policy or the Quality Program, please contact the Office of Mission Support, Environmental Information, Office of Enterprise Information Programs, Enterprise Quality Management Division, or email [quality@epa.gov](mailto:quality@epa.gov).

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***Vaughn Noga***  
***Deputy Assistant Administrator for Environmental Information***  
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***U.S. Environmental Protection Agency***

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547 OMS

548 QA

549 QAM

550 QAPP

551 QC

552 QMP

553 RA

554 RQAM

555 SAC

556 SIO

557 STPC

**APPENDIX A:****ACRONYMS & ABBREVIATIONS**

Assistant Administrator  
American National Standards Institute  
American Society for Quality  
Code of Federal Regulations  
Chief Information Officer  
Deputy Assistant Administrator  
Director of Quality Assurance  
Data Quality Objectives  
Environmental Information  
Environmental Protection Agency  
Enterprise Quality Management Division  
Federal Managers Financial Integrity Act  
Fiscal Year  
Information Management  
Information Quality Act  
Information Quality Guidelines  
Information Technology  
Laboratory Services and Applied Services Division Director  
Mission Support Division Director  
National Technology Transfer and Advancement Act  
Office of Enterprise Information Programs  
Office of General Counsel  
Office of Management and Budget  
Office of Mission Support  
Quality Assurance  
Quality Assurance Manager  
Quality Assurance Project or Program Plan  
Quality Control  
Quality Management Plan  
Regional Administrator  
Regional Quality Assurance Manager  
Strategic Advisory Committee  
Senior Information Official  
Science and Technology Policy Council