

25th ANNUAL NATIONAL CONFERENCE ON MANAGING ENVIRONMENTAL QUALITY SYSTEMS

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Marriott Renaissance, Austin, Texas

Technical Papers

Quality Program and Quality Improvements in the EPA Office of Environmental Information

- E.Haddad, Guide to Information and Quality Standards & Policies
Applicable to EPA Ops. - 8:30 AM
- J. Worthington, Challenges in Integrating Performance Measures and
Quality Operations - 9:00 AM
- K.Hull, Building/Implementing a Web-based QS for OEI - 9:30 AM

**TECHNICAL SESSION:
Quality Program and Quality Improvements in the EPA Office of
Environmental Information**

NOTE: This session provides an overall process and approach to integrating and documenting integration of existing management systems for quality.

**A Guide to Information and Quality Standards and Policies
Applicable to EPA Operations**

*Elizabeth Haddad, EPA Quality Program Intern from The Washington Center
Jeffrey Worthington, U.S. EPA OEI Director of Quality*

EPA quality management is about more than just the science component of the Agency's products and services; the quality of the administrative and information processes is also important. Agency and stakeholder quality managers need to have access to and understand a broad array of information and quality standards as well as information and quality policies which guide the work of the Agency. The authors have reviewed Agency resources and associated government, national, and international standards and policies to identify those that may be applicable to Agency products and services. The authors provide and review a roadmap to the applicable policies, standards, and processes and identify the best locations to find these resources.

Challenges in Integrating Performance Measures and Quality Operations

*Jeffrey Worthington, U.S. EPA OEI Director of Quality
Elizabeth Haddad, EPA Quality Program Intern from The Washington Center*

Measures are one of the key activities performed in a quality system to demonstrate conformance and to track ongoing quality for continuous improvement purposes. Performance measures are important to management to demonstrate to both internal stakeholders and outside stakeholders that the intended outputs and outcomes are being achieved as planned. The presentation provides an update on progress in OEI to integrate performance measures and the quality operation. The authors review performance measures initiatives in the Agency and summarize methodology for applying the quality system to the measurement process.

Moving Away From a Paper-Based Quality System: Building and Implementing a Web-Based Government Quality System for the U.S. EPA Office of Environmental Information

*Kevin Hull, Neptune & Company
Jeffrey Worthington, U.S. EPA OEI Director of Quality*

Documentation is an important element in a quality system to ensure that the proper procedures are available, ensure that records of conformance are maintained, and to demonstrate that the products and services are of the quality needed for their purpose. The concept of documentation has not changed; however implementation does not always need to include paper either in the planning documents or in the records. This movement into electronic records began many years ago for the laboratory community and now is being embraced by the quality managers for the quality system itself. This presentation provides an overview of the process to evaluate EPA quality system requirements and other associated management systems and developing those systems into a completely web-based quality system. The process, advantages, and challenges to this approach are reviewed by the authors.
