**Quality Assurance Management Plan (QAMP) Template:**

**[REMOVE THIS PAGE BEFORE SUBMITTING.]**

**\*\*\*QAMP must be reviewed and accepted before work begins.\*\*\***

**INSTRUCTIONS:**

* **Before generating a new QAMP, Division of Water (DOW) staff must be familiar with the procedures described in SOP-QUAL-813\_QA-Doc-Dev**
* **[Text in brackets] provides instructions for completing the section. This is not boilerplate language. You should plan to add text that is appropriate to your specific management plan.**
* **Additional guidance and clarifications are provided in instruction comments.**
* **Replace highlighted text in header with assigned document name and appropriate dates.**
  + Note that the document naming convention provided is only appropriate for DOW staff. Document names for DOW QAMPs are assigned by the Quality Assurance Officer.

New York State Department of Environmental Conservation

**Division of Water**

Quality Assurance Management Plan:

**Insert Title**

**Effective: YYYY-MM-DD**

**Expires: YYYY-MM-DD**

**Abstract:**

Approval Signatures

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

[Name, Title]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

[Name, Title]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

[Name, Title]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

[Name], Quality Assurance Officer, NYSDEC

QAMP Update Log1

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| Prepared/Revised By: | Date | Approved By | Revision No: | Summary of Changes |
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*1 ‘Nonsubstantive changes’ includes updating references, correcting typographical errors, and clarifying certain language to make the document more useful and effective.*

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# Quality Statement

[Statement should include, at minimum, the importance of quality in its environmental information operations; the general objectives and goals of the QAMP; a description of management and staff responsibilities for implementing the QAMP; and the organization’s commitment to quality management principles, practices and resource allocation for the organizations QA Program.]

# Organizational Chart

[Identify all components of the organization, including organizational position, lines of communication, and lines of reporting.]

# Roles, Responsibilities and Authorities

[Describe the responsibilities and authority of the QAM, Operations/Program Manager, Senior Management, QA Staff, and Technical Staff in the context of the overall organizational structure.]

## **Quality Assurance Manager**

### [Document delegated authority of QAM (or QA Officer) to perform specific quality management duties. Must function independently of direct environmental information operations covered in QAMP.]

## **Program Manager**

### [PM should be independent of the QAM, and is person responsible for managing the activities covered in the QAMP. There can be multiple PMs.]

## **[Other Managers/Staff]**

# Technical Activities and Programs

The QAMP must document all technical activities and/or programs supported by the QAMP.

[Identify/describe all parts of the organization to which the QAMP applies, and describes how programs will integrate QA/QC procedures and QAPPs into all its environmental information operations as specified in extramural agreements.]

# Conformance with Policies, Procedures, Standards, and Regulations

[Identify policies, procedures, regulations, and internal standard operating procedures relevant to the organization’s quality program.]

[Document all quality-related terms and conditions and requirements specified in extramural agreements (such as contracts, grant agreements, interagency agreements, or MOUs) and describe their implementation.]

# Quality Assurance Field Activities

[Describe or reference procedures for quality management of field procedures that pertain to environmental information operations.]

# Computer Hardware and Software

## [Describe/reference internal processes the organization will use to ensure its hardware and software meet both organizational needs and EPA Information Technology and Information Management (IT/IM) [requirements](https://www.epa.gov/irmpoli8/current-information-directives):

### EPA CIO 2122-P-03.1 Enterprise Architecture IT Standards Procedure

### EPA CIO 2104.1 IT/IM Directive Policy Software Management and Piracy Policy

### EPA CIO 2104-P-01-0 Software Management and Piracy Procedure]

# Organization Competence

[Document the organization’s process for ensuring the competence of personnel to implement the environmental information operations described.]

[Document how the organization determines and evaluates the minimum requirements (technical skills, demonstrated knowledge, documented experience) for personnel conducting environmental information operations.]

# Personnel Training

[Describe the process for determining training requirements and needs. Describe the roles of individuals responsible for defining, planning, reviewing, and documenting training requirements.]

[Training needs are task/role specific and include both technical training and quality-related training.]

# Procurement of Items and Services

[Describe processes including roles and responsibilities, and authorities pertaining to all procurements and extramural agreements for ensuring that appropriate quality requirements are included and implemented.]

[Describe the continuity of quality management between the organization and its external partners, and the processes and procedures for ensuring items and services pertaining to environmental information operations are of known and documented quality suitable for their intended use.]

# Document and Records Processes

[Describe, or reference, the document and records management processes for all quality-related documents (QAPPs, SOPs, etc.) that are prepared, reviewed, approved, issued, used, revised, tracked, and verified. Include roles and responsibilities of staff/management as it relates to records management.]

# Plan, Do, Check, Act (PDCA) Quality Model

## **Plan**: [Describe/reference processes for determining systematic planning and the development of acceptance/performance criteria.]

### [Describe the QAPP planning and documentation process, including organization-specific requirements by project-type.]

## **Do (Implementation)**: [Describe processes for how the organization will implement the work processes to ensure environmental information is of known and documented quality, scientifically valid, legally defensible, and appropriate for the intended use.]

### [Include documentation of implementation procedures (e.g. SOPs), testing and evaluation procedures to confirm their acceptable performance, environmental information operations being performed according to approved plans, deviations/waivers from approved procedures, the use of measurement and testing equipment and models, the use of environmental information obtained from other sources, the integrity of samples and environmental information, and performance monitoring.]

## **Check (Assessment)**: [Describe the assessment and oversight approach from management for the Quality Program.]

### [Assessment tools include, but are not limited to, data quality assessments, quality program assessments, peer/technical/readiness reviews, performance evaluations, and technical system audits.]

### [Include assessment frequency; how and by whom assessments are planned, conducted, evaluated, and documented; processes for planning, scheduling, response to changes, and implementation of assessments; responsibilities and authorities of personnel participating in assessment/audit process, and of management staff for reporting and reviewing assessment results; and the type of assessment findings that may be used and the appropriate response to each one.]

## **Act (Corrective Actions and Improvements)**: [Describe how corrective actions and improvements will be performed.]

### [Include how management will respond to the results, nonconformances, findings, corrective actions, recommendations, etc. from assessments in a timely manner.]

### [Indicate how follow-up actions for corrective actions will be taken and documents to confirm the implementation and effectiveness of the response action.]

# Dispute Resolution Process

[Describe or reference the organization’s dispute resolution process to address issues pertaining to quality – QAMP requirements, QA/QC procedures, nonconformances, findings, and corrective actions.]

# Continual Improvement

[Describe how the organization will continually improve its Quality Program, including how staff will identify and establish communications, identify process improvement opportunities, and identify issues.]

[Identify who is responsible for identifying, planning, implementing, and evaluating the effectiveness of quality improvement activities.]

# Data Review, Validation and Verification, and Data Usability Reporting

[Describe or reference general processes on how the organization conducts reviews, validation and verification, and data usability reporting. Include responsibilities and authorities of management and staff.]

[Describe processes for review of results to confirm technical and quality objectives were met; review of environmental information of undocumented quality for potential use; and planning, implementing, and resolving peer review considerations.]

# References

[List references, if relevant.]