



the groups, present in a substance  
**quality** • |'kwäləte| n. (pl. -ties)  
something as measured against a  
lar kind; the degree of excellence  
provement in product quality  
quality of life.  
general excellence of standards  
for connoisseurs of quality  
ty beers. ■ archaic high

## Developing an Agency Quality Glossary


2008 EPA Conference on  
Managing Environmental Quality Systems  
Wednesday, April 23, 2008



*For Conference Purposes Only*



### Session Topics



- Recap Project Background
- Discuss Project Progress
- Demonstrate Terminology Services and Synaptica

1




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## Quality Glossary Project Background


Katherine Breidenstine, OEI/Quality Staff



*For Conference Purposes Only*

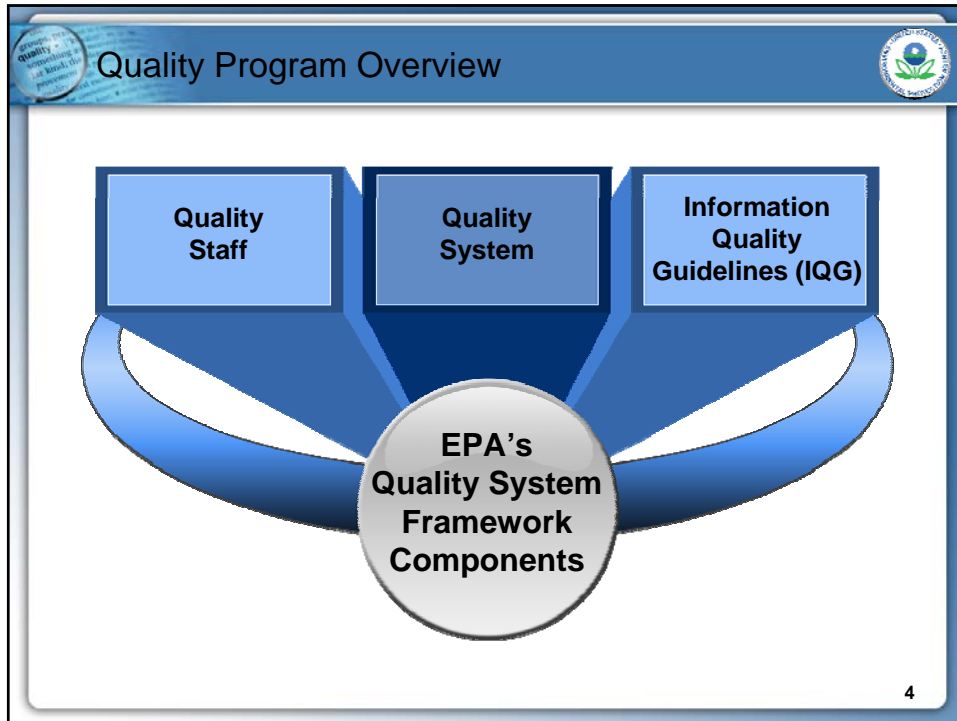


### Topic - Project Background

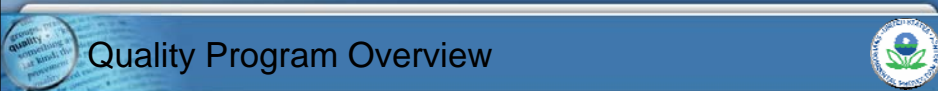



- Quality Program Overview
- Project and Program Relationship
- Project Scope


3



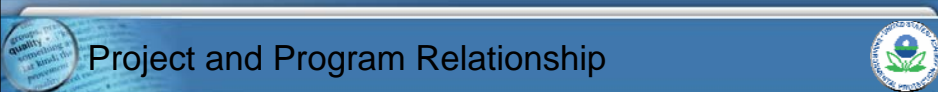

- ### Quality Program Overview
- Quality Staff is responsible for oversight and implementation of the Agency's:
    - Quality System
    - EPA IQG
- 
- A 3D block diagram showing five blocks representing components of the Quality System: "Outreach" (blue), "Operations" (yellow), "Information Quality" (blue), "Evaluation" (yellow), and "Policy" (yellow). The blocks are arranged in a cluster, with "Outreach" and "Information Quality" at the base, "Operations" and "Evaluation" in the middle, and "Policy" at the bottom right.
- 5

 Quality Program Overview 


- Policy and Evaluation
- EPA IQG
- Operations and Outreach
  - Assessments
  - Training
  - Guidance
  - Tools
  - Collaboration

 **EPA's  
Quality Glossary**



6

 Project and Program Relationship 

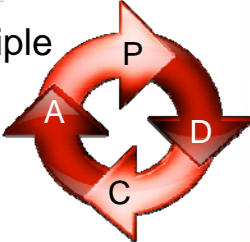
- Why Update the Agency's Quality Glossary:
  - The way we conduct business has changed
  - Emerging new Quality Policy
  - Establish documented business rules
  - Establish a framework for maintenance and oversight of terms and definitions





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Project and Program Relationship


- Why Update the Agency's Quality Glossary:
  - Document source information
  - Integrate and be consistent with other EPA glossaries Results 1 - 10 of about 1,130,000 for [EPA Quality Glossary](#)
  - Add term context or consider multiple appropriate definitions for a term
  - Continuous process improvement



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Project and Program Relationship


- Which of the following most often contribute to data quality problems in your organization?
 

– <u>Inconsistent definitions for common terms</u>	75%
– Data entry by employees	75%
– Data migration or conversion project	46%
– Mixed expectations by users	40%
– External data	38%
– Data entry by customers	26%
– System errors	25%
– Changes to source systems	20%
– Other	7%

Source: Russom, Philip (2006, August). Liability and Leverage - A Case for Data Quality. DM Review. Retrieved May 30, 2007 from <http://www.dmreview.com>



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 Project and Program Relationship 

- Successful Implementation for the Agency's Quality System and EPA IQG requires terminology that is:
  - Correct
  - Consistent
  - Available

*Yields effective communication across the Agency and supports sound decision making.*


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 Project and Program Relationship 


- Challenges:
  - Programs, Regions, states, tribes, labs, and other diverse quality disciplines that have unique terms
  - Varying use of terms across the Agency
  - Several correct definitions for one term
  - 39 Quality Management Plans

*One size doesn't fit all!*

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## Project Scope




- The Quality Glossary will:
  - Ensure continuous improvement in EPA's Quality Processes and Programs
  - Ensure the consistency of use and understanding of terms
  - Be easy-to-use and access

*Support the effectiveness of the Agency's Quality Program.*

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## Project Scope



- Quality Staff commits resources - Dec 2006
- Deliverable: Quality Glossary Governance Process Framework Document
- Contents:
  - Glossary Governance Council Charter
  - Business rules and life cycle for the Quality Glossary
  - Term metadata
  - Term categories
  - Term approval process

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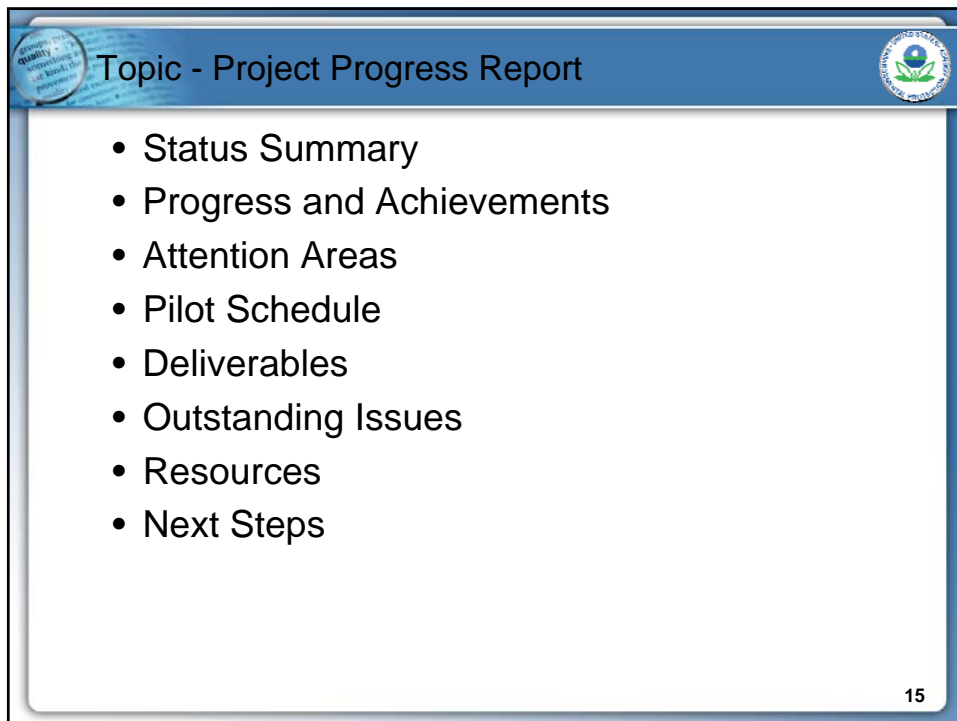
The slide features a blue background with a magnifying glass over a dictionary definition of "quality". The definition includes: "the groups, present in a substance", "quality • |'kwäləte| n. (pl. -ties)", "something as measured against a degree of excellence", "of a particular kind; the degree of excellence of a product", "improvement in product quality", "quality of life", "general excellence of standards", "for connoisseurs of quality", "for fine beers. ■ archaic high quality".

## Quality Glossary Project Progress Report

Katherine Breidenstine, OEI/Quality Staff



*For Conference Purposes Only*





The slide has a blue header with the EPA logo on the right and a magnifying glass icon on the left. The main content is a bulleted list of topics.

### Topic - Project Progress Report

- Status Summary
- Progress and Achievements
- Attention Areas
- Pilot Schedule
- Deliverables
- Outstanding Issues
- Resources
- Next Steps

15





## Status Summary

- Nine month project - Completed
- Final project delivery date - Sep 28, 2007
- Final cost estimates - \$194K (support only)
- Test pilot completed - Mar 2008


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## Progress and Achievements

- **Governance Council critical decisions**
  - Glossary Vision
    - Quality Glossary primary audience
      - Program Offices
      - Regions
    - Supports all mission and business functions
      - Environmental Data Collection
      - Science and Technology
      - Administrative and Financial Systems
    - Finished Quality Glossary tool
      - Synaptica

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## Progress and Achievements




- Organization of Terms
  - Categorize Terms
    - 15 proposed categories
    - Difficulty in selecting a finite set
    - Decided to develop categories as we worked through the process
  - Metadata Elements
    - Required
    - Optional
      - » Authorized (Approved by the Governance Council)
      - » New
      - » Changed

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## Required Metadata Attributes - Authorized Term




<u>Metadata</u>	<u>Definition</u>
Term Name	The word or phrase used to refer to a specific thing or concept important to the EPA Quality program.
Definition	A description of the term, usually specifying a broad term classification, distinctive characteristics and/or its' function.
Category	One or more classification schemes used to group terms in various ways. The category determines the Data Steward responsible for the term.
Source	Source refers to where the definition came from. Terms can come from other glossaries, or a document, standards guide, a person or group, etc.
Source of Term	Source refers to where the term came from. Terms can come from other glossaries, or a document, standards guide, person or group, etc.
Status	Displays the term's current approval state, i.e., where the term is in the approval process. Designations include candidate, authorized, pending, replaced, change request, requires review, retired, and archived.

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## Optional Metadata Attributes - Authorized Term




<u>Metadata</u>	<u>Definition</u>
Narrow Term	Class below the term being defined. If the term being defined is a Spoon, then perhaps the Narrow Term could be a Soup, Tea or Serving.
Broader Term	General class to which things belong. For example, Spoon's broader term is Utensil.
Example/ Usage	An instance of the term as it is seen or used in everyday life.
Synonym	One or more terms that has nearly the same definition as the term defined.
Related Term	Refers to a term that has relevance to the term being defined but is not a synonym. For example, can opener is related to can. Dictionaries, indexes and search engines often have a "SEE ALSO" section that lists related terms.
Comment	Extra information about the term.
Abbreviation or Acronym	One ore more short ways of representing the term. For example "QA" equals Quality Assurance.

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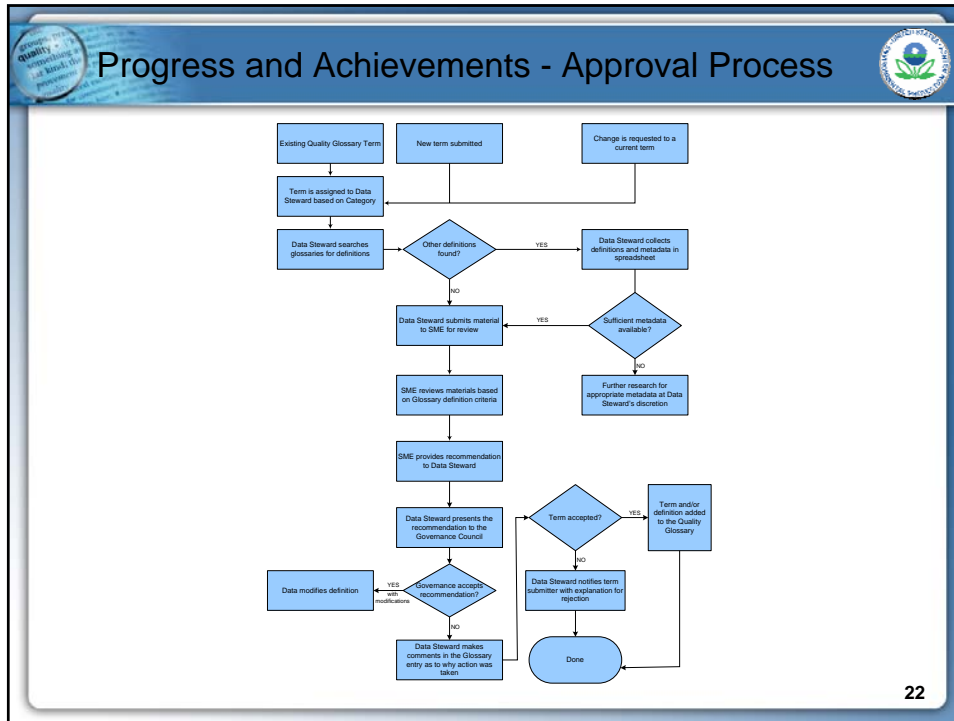
## Progress and Achievements



– Maintenance and Oversight

- Maintaining the terms and definitions once entered into the Quality Glossary
  - Synaptica/Governance Council
  - Quality Staff
- Business rules associated with maintaining the Quality Glossary (e.g., life cycle of a term, owner of the term)

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## Progress and Achievements - Governance Council Home Page <http://intranet.epa.gov/quality/glossary>

**Quality Staff**

EPA@Work - Office of Environmental Information - Quality Staff - Glossary Governance Council

### Quality System Glossary Governance Council

EPA's Quality Staff is responsible for coordinating the implementation of the Agency Quality System and ensuring that Agency quality issues are communicated effectively. To this end, the Quality Staff recognized the need for an enhanced and improved Agency Quality Glossary which, when complete, will facilitate a shared understanding of quality terminology across disciplines of quality management within the Agency.

For a glossary to be effective, comprehensive, and useful to its intended audiences, experts in quality terminology and management must be involved in the development and governance of the glossary. An oversight body known as the Quality Glossary Governance Council was formed on March 15, 2007 to serve this purpose.

**The Quality Glossary Governance Council:**

- Makes critical decisions about the scope and organization of terminology contained within the quality glossary.
- Determines the business rules for any additions or changes to the quality glossary.
- Establishes the framework in which the glossary will be managed.
- Acts as an arbitration board, or determines an arbitration process, to make decisions when multiple definitions exist for a single term.
- Assigns authority to individuals responsible for governing changes and additions to terms in specific areas.

**Governance Council Members:**  
See the [Governance Council Charter](#) (DOC, 40pp., 590K) for information on council membership and terms of service.

- **Katherine Drogatzis**, Council Chair, Quality Staff
- Lisa Doucet, Quality Staff
- Deb Ross, Quality Staff
- Nancy Wentworth, OEI, OIAA
- Emma McNamara, OEI, OIAA
- Linda Spencer, OEI, OIC
- Diane Harris, OEI Lead Region (Region 7)
- Kevin Kubik, OEI Back-Up Region (Region 2)
- Lisa Johnson, ORD
- Joseph Freedman/Tim McLaughlin, OGC



**Documents**

- [Governance Council Framework V.1.1](#) (DOC, 40pp., 590K)
- [Governance Council Charter](#) (DOC, 40pp., 590K)
- [Glossary Requirements Document](#) (DOC, 51pp., 551K)

**Current Activities**

We conducted a trial run of the term [Nomenclature process](#) (DOC, 40pp., 590K), and are working with OEI/OIC to evaluate the Synaptics terminology management system functionality against the [Quality glossary requirements](#) (DOC, 51pp., 551K). Results of this activity were discussed at the recent Governance Council meeting on March 6, 2008. [Meeting Minutes](#) (DOC 1pp., 31K)



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### Attention Areas - Delays

- **Determining categories**
  - 15 proposed categories
  - Difficulty in selecting a finite set
  - Decided to develop categories as we worked through the process
  - Identified four categories for pilot test
    - Evaluations
    - Quality Systems
    - Research and Development
    - Statistics
- **Identifying Data Stewards**
  - Quality Staff
  - Labor intensive for other organizations
- **Getting feedback from SMEs during pilot test**



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### Pilot Schedule

- Jan 2008 - Identified four categories and 17 terms
- Feb 2008 - Delivered term information to the Office of Information Collection (OIC) for population in Synaptica
- Mar 2008 - Governance Council selects Synaptica as Glossary Tool
- May 2008 - Synaptica training
- May - Aug 2008 - Research remaining terms in existing Quality Glossary (~270)
- ~ Jun 30, 2008 - Load and access Quality Glossary via Public Interface



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## Deliverables

- Quality Glossary Governance Framework Document
- Worksheet containing researched term information
- Synaptica populated with Quality Glossary term information
- Quality Glossary via the Public Interface


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## Outstanding Issues

- Identification of data stewards and SMEs
- SME notification process
- Categorization of terms
- Project dependencies
  - Passwords for Governance Council
  - Public Interface date
- Transition between glossaries

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## Resources




- **Project Resources**
  - Quality Staff
    - Serve as Data Stewards
    - Part-time resources
  - SMEs
    - Identified by Data Stewards
    - Part-time resources
    - Subject to completing priorities

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## Next Steps



- Next status update - Aug 2008
- Goals for next review
  - Report on training results
  - Research all terms in the existing Quality Glossary
  - Populate Synptica


29




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general excellence of standards  
for connoisseurs of quality  
ties beers. ■ archaic high

## Demonstration of an Terminology Management Tool


Michael Pendleton, OEI/OIC



*For Conference Purposes Only*



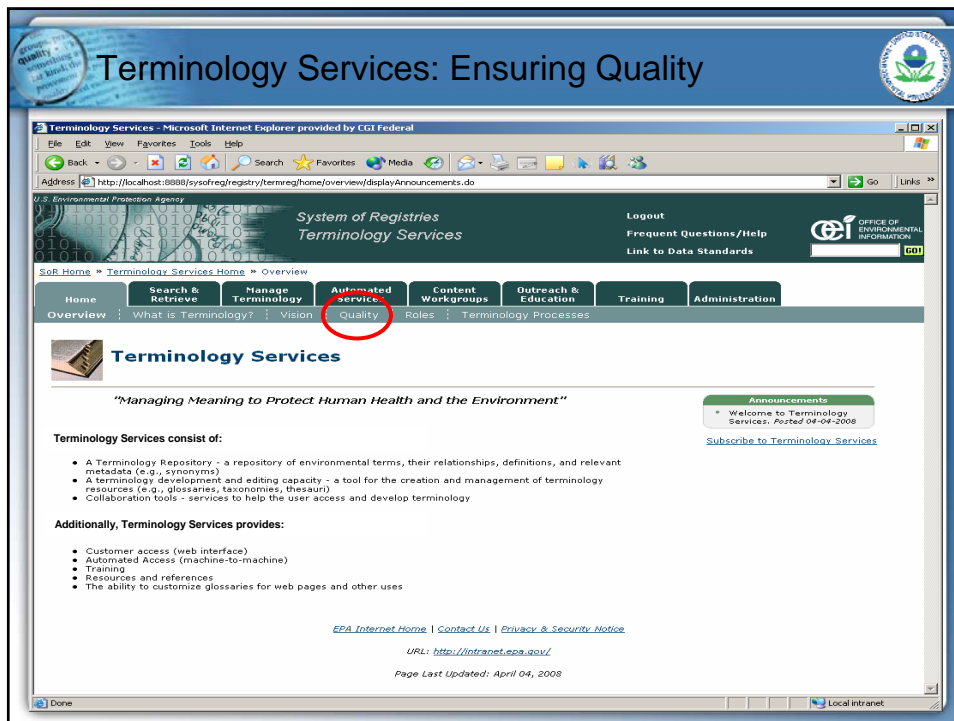
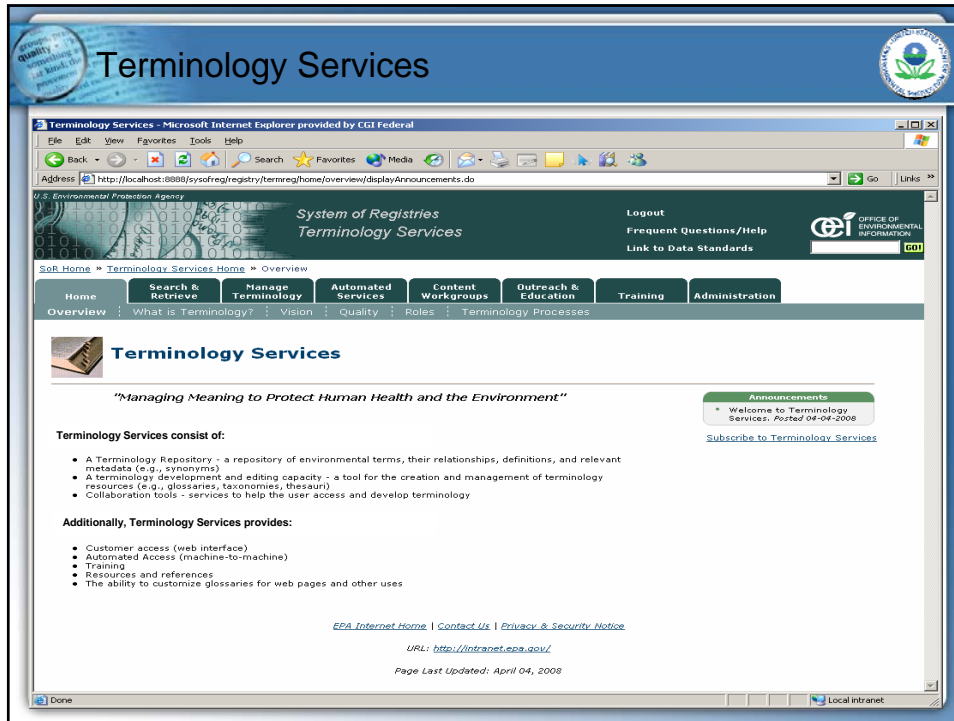
### Topics



- Terminology Services
- Assessment of usefulness for the Quality Glossary (QG) effort
- Mapping QG and Synaptica attributes
- Demonstration of the QG in Synaptica

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**Terminology Services: Quality Glossary Pilot Test**

- Conducted assessment - Jan 2008
- Received QG sample terms - Feb 2008
- Terminology Services support staff created the QG vocabulary
- Presented results to the Quality Staff
- Governance Council selects Synaptica to build glossary – Mar 2008

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**Terminology Services/Quality Glossary File Import Mapping**

**Term Import Headers**

Descriptor	Object Class (value = Quality Glossary)	Approval Status	Def [1..4] [Source Note [1..4]]	Long Name	Editorial Note	Example/Usage	Scope Note	Source Note
------------	--	-----------------	------------------------------------	-----------	----------------	---------------	------------	-------------

**Field Names for Quality Glossary**

Term Name	Def [1..4]	Source Note [1..4]	Category Name	Status	Long Name	Narrow Term	Broader Term	Example/Usage	Synonyms	Related Term	Comment	Abbrev./Acronym
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**Category Import Headers**

Descriptor	Object Class (value = Quality Glossary)	Category
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**Relationship Import Headers**

Descriptor	Object Class (value = Quality Glossary)	Abbrev. Relationship Type (value = NT, BT, RT, SY, AB)	Relationship Descriptor	Relationship Object Class (value = Quality Glossary)
------------	--	---	-------------------------	---

**Key:**



- Extended Attributes
- Quality Glossary Optional Fields

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 **Synaptica Demonstration** 

Please stand by.....  
.....and keep your fingers crossed!

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 **Quality Glossary in Synaptica** 

Headword Advanced Search Form - Microsoft Internet Explorer  
Address: https://ets.epa.gov/tes/search\_headword\_adv.asp

Synaptica® from Dow Jones

Task View: Search Tree Browse A-Z Browse Add Reports Tools Admin

**Search**

Search Type

Search Phrase:

Smart  Begins  Contains  Exact

Use wildcards

or

Range - Begin:  End:

or

Specific UD - UD:

or

Use advanced filters only

Object Class:

Category:

Sub-Element Filters  
 Date Filters  
 Status Filters  
 Formatting Options

**Search Results**

- Assessment (Quality Glossary)
- Audit (Quality Glossary)
- Data Quality Assessment (Quality Glossary)
- Data Quality Indicator (Quality Glossary)
- DQA (Quality Glossary)
- ERM (Quality Glossary)
- Environmental Audit Trail (Quality Glossary)
- Informational Research Protocol (Quality Glossary)
- Assessment (Quality Glossary)
- Assessment (Quality Glossary)
- QA (Quality Glossary)
- QC (Quality Glossary)
- QM (Quality Glossary)
- QS (Quality Glossary)
- Quality Assurance (Quality Glossary)
- Quality Assurance Plan (Quality Glossary)
- Quality Control (Quality Glossary)
- Quality Management Plan (Quality Glossary)
- Quality Plan (Quality Glossary)
- Quality Systems (Quality Glossary)
- Process Effectiveness (Quality Glossary)
- Research Implementation Plan (Quality Glossary)
- Research Plan (Quality Glossary)
- Simple (Quality Glossary)
- Secondary Data (Quality Glossary)
- Test Plan (Quality Glossary)
- Test Plan (Quality Glossary)

27 Items Found

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### Hierarchical View of the Quality Glossary in the Terminology Services

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### Term Level Metadata

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### Multiple Vocabulary Search

**Search Type:** Search Phrase: quality

Smart Begins Contains Exact

Use wildcards

Range - Begin: a End: z

Specific UID - UID: or

Use advanced filters only

**Object Class:** ANQSIQ Quality Systems, Clean Air Act - Plain English, Clean Water Hazard Substances, Category: Water

**Search Results:**

- Air Quality (VBT - Env Media Topics)
- Air Quality Control Region (TX NRCC Local Gov Guide)
- Air Quality Control Region (Terms of Environment)
- Air Quality Criteria (TX NRCC Local Gov Guide)
- Air Quality Criteria (Terms of Environment)
- Air Quality Management (VBT - DRM Functions) (DPT)
- Air Quality Standards (Environmental Issues Glossary)
- Air Quality Standards (TX NRCC Local Gov Guide)
- Air Quality Standards (Terms of Environment)
- Ambient Air Quality Standards (Terms of Environment)
- Ambient Water Quality (Sediment TMDL)
- Arch of data quality (QA Project Plans)
- audit quality (EPA Quality Manual 5300)
- audit quality (Quality Mgmt & Assurance Voc)
- baseline water quality criteria (Oil Clean Water Monitoring)
- certification quality assurance (ANSI/ISO Glossary)
- data quality assessment (ANSI/ISO Quality Systems)
- data quality assessment (EPA Quality Manual 5300)
- data quality indicators (QA Project Plans)
- data quality objectives (Terms of Environment)
- data quality objectives process (EPA Quality Manual 5300)
- Develop & Implement Surface Water Quality Standards (VBT - DRM Functions)
- emissions quality (Greenhouse Emissions Glossary)
- Food Quality Protection Act (VBT - Laws, Regs & Treaties)
- Great Lakes Water Quality Agreement (VBT - Laws, Regs & Treaties)
- Manage Air Quality (VBT - DRM Functions)
- Manage Indoor Air Quality (VBT - DRM Functions)
- Manage State & Local Air Quality (VBT - DRM Functions)
- Manage Water Quality (VBT - DRM Functions)
- National Ambient Air Quality Standards (Environmental Issues Glossary)
- National Ambient Air Quality Standards (EPA Glossary)
- National Ambient Air Quality Standards (VBT - DRM Functions) (DPT)
- National Ambient Air Quality Standards (Terms of Environment)
- National Water Quality Act (Sediment TMDL)
- quality (EPA Quality Manual 5300)

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### Create Custom Reports - Quality Assurance

**Alphabetical Report**

The Alphabetical Report lists headword terms, plus an ordered list of Extended Attributes, Relationship types and related terms.

**Report Criteria:**

Report Date:	4/16/2008 2:08:11 PM
User ID:	random
Search Method:	Exact
Search Phrase:	quality assurance
Search Range:	
Headword Object Class:	
Headword Categories:	
Headword Categories Excluded:	
Headword Approval Status:	All
Headword Active Status:	Active
Headword Locked:	All
Headword BLAT:	All
Headword DRP:	All
Headword EIR:	All
Headword Language:	All
Headword Issue Label:	All
Headword Workflow:	All
Headword Date Range:	01-Jan-1900 Through 31-Dec-2010
Headword Modified By:	
Related Active Status:	Active
Related Object Class:	
Related Categories:	
Relationship Types:	

Processing time = 1 Seconds

**Report Results:**

**Quality Assurance**

QA is a formal system which involves a project-specific description of how quality assurance and quality control are applied to an environmental program to ensure that the results obtained are of the type and quality required and accepted for a specific decision or use. The QAEP is the principal product of the program approval process and, in most cases, all technical and quality reports for the life cycle of a project. Elements of the QAEP may be incorporated into the related work plan or protocol, or into a separate document. QA Terms Glossary (The following terms are defined in the related document, glossary 1)

QA is a formal document describing the defined quality control procedures by which the quality requirements defined for the data and decisions pertaining to a specific project are to be achieved. (Secretary of Quality Assurance Terms and Related Terms, U.S. EPA, ORD, HDR/RS-04C, 1996)

QA is a document that describes the related technical activities and project procedures that will be implemented to ensure that the results of the work to be performed will satisfy the stated performance or acceptance criteria. The amount of information reported and the related activities to ensure the results of the work will vary according to the type of data and the intended use of the data. (EPA Guidance for Quality Assurance Project Plans (QAAPP), December 2002)

QA is a document describing in comprehensive detail the necessary QA, QC, and other technical activities that must be implemented to ensure that the results of the work performed will satisfy the stated performance criteria. (EPA Order 5300.1-A2 (May 2002)

QA is assurance

QA is

1 Headword Terms  
2 Related Terms  
4 Extended Attributes  
7 Total Lines

41

**Create Custom Reports - All Terms and Definitions**

Synaptica® from Dow Jones

Taskview Search Tree Browse A-Z Browse **Adi** **Reports** Tools Admin

Alpha Numerical Report

The Alpha Numerical Report lists headword terms, plus an indexed set of Extended Abbreviations, Relationship Types and related terms.

Report Criteria

Report Date:	4/10/2008 1:02:42 PM
Report ID:	1
Search Mode:	Advanced
Search Phrase:	
Search Range:	
Headword Report Class:	
Headword Categories Excluded:	
Headword Report Status:	<b>Active</b>
Headword Linkset:	
Headword R.A.T.:	
Headword RPT:	
Headword R.F.M.:	
Headword R.Language:	
Headword R.Relat Label:	
Headword R.Workflow:	
Headword R.Date Range:	27-Nov-1980 Through 31-Dec-2010
Headword R.Modified By:	
Related Abbrev Name:	
Related Report Class:	Active
Related Categories:	
Relationship Types:	

Processing time = 1.3 seconds

Report Results

42

**Create Custom Reports - All Terms and Definitions**

Synaptica® from Dow Jones

Taskview Search Tree Browse A-Z Browse **Adi** **Reports** Tools Admin

**Sample Results**

**Assessment**  
 Def1: A systematic evaluation process of collecting and analyzing data to determine the current, historical or projected compliance of an organization to a standard. (American Society for Quality (ASQ) Glossary, Basic Concepts: <http://www.asq.org/asqglossary.htm>)  
 Def2: The evaluation process used to measure the performance or effectiveness of a system and its elements. As used here, Assessment is an all inclusive term used to denote any of the following: audit, performance evaluation, or management review, peer review, inspection, or surveillance. (EPA Order 5360.1 A2 May 2000)  
 Def3: Assessment is the process of documenting, usually in measurable terms, knowledge, skills, attitudes and beliefs. (DRI/ISI, <http://en.wikipedia.org/wiki/Assessment>)

**Audit**  
 Def1: The on-site verification activity, such as inspection or examination, of a process or quality system, to ensure compliance to requirements. An audit can apply to an entire organization or might be specific to a function, process or acquisition step. (American Society for Quality (ASQ) Glossary, Basic Concepts: <http://www.asq.org/asqglossary.htm>)  
 Def2: The most general definition of an audit is an evaluation of a system, organization, system, process, or object of activity. Audits are performed to ascertain the validity and reliability of information, and also provide an assessment of a system's internal control. The goal of an audit is to express an opinion on the process/organization/system etc. under evaluation based on work done on a test basis. (DRI/ISI, <http://en.wikipedia.org/wiki/Audit>)

**Data Quality Assessment**  
 Def1: The scientific and statistical evaluation of environmental data to determine if they meet the planning objectives of the project, and thus are of the right type, quality, and quantity to support their intended use. (EPA Data Quality Assessment a Reviewer's Guide (QAQ-9R), February 2000)  
 AB: DQA

**Data Quality Indicator**  
 AB: DQI  
 NT: Representativeness

**DQA**  
 Def1: The scientific and statistical evaluation of environmental data to determine if they meet the planning objectives of the project, and thus are of the right type, quality, and quantity to support their intended use. (EPA Data Quality Assessment a Reviewer's Guide (QAQ-9R), February 2000)  
 AF: Data Quality Assessment

**DQI**  
 AF: Data Quality Indicator

**Graded Approach**  
 Def1: The process of testing the level of application of managerial controls applied to an item or work according to the intended use of the results and the degree of confidence needed in the quality of the results. (Q glossary on EPA-Q website)  
 Def2: The graded approach describes the level of intensity and rigor devoted to a quality effort should be commensurate with the scope and risks associated with the process. In essence, if the consequences of failure are small, then relatively little effort and less effort and resources should be spent on quality assurance and quality control. On the other hand, if a core business process is under consideration and the consequences of poor quality are great (such as loss of highly valuable work or severe damage to the organization's reputation), then a systematic and rigorous quality system may be needed to ensure that the risk of failure is acceptably low. Adherence to the graded approach helps ensure that the quality system is cost effective and valuable to the organization. (EPA Guidance for Developing Quality Programs for Environmental Systems (QAQ-1), November 2002, Release January 2003)  
 Def3: Applying a graded approach means that quality systems for different organizations and programs will vary according to the specific objectives and needs of the organization. (EPA Requirements for QA Project Plans (QA-R-5), March 2001)

**Interim Research Protocol**  
 Def1: A written research plan, in place prior to initiation of an interim study, which (1) clearly describes all objectives and procedures for the complete conduct of the study and, thus, facilitates dialogue regarding objectives and approaches among the study manager, laboratory director, and QA team or external reviewers; (2) ensures adequate planning and documentation of research activities; (3) facilitates communication of study requirements between the study manager and the technical and other support staff; and thus enhances consistency and accuracy in study conduct; and (4) facilitates assessment, in accordance with retrospective review of a study, when an RPT is created, the immediate investigator is responsible for establishing any requirements for audit, statistical, and QA review, and for assessing associated research. (EPAQA Glossary of QA Terms (January 1997) [http://www.epa.gov/epaqa/administration/qatp/terms/interim\\_protocol.html](http://www.epa.gov/epaqa/administration/qatp/terms/interim_protocol.html))

**QA Assurance**  
 BT: Quality Assurance

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**Create Custom Reports - Evaluation Category Terms**

Syntactica® from Dow Jones

Taskbar: Active 9/5/2008: Open 16/16: Active: Permission: SA Version: 6.4

Task-views Search Tree Browse A-Z Browse AA Reports Tools Admin

https://etss.epa.gov - Alphabetical Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

**Alphabetical Report**

The Alphabetical Report lists headword terms, plus an indented set of Extended Attributes, Relationship types and related terms.

**Report Criteria**

Report Date:	4/15/2008 2:09:17 PM
User ID:	nanderson
Search Method:	Advanced
Search Phrase:	
Search Range:	
Headword Object Class:	
Headword Categories:	Evaluation
Headword Categories Excluded:	
Headword Approval Status:	All
Headword Active Status:	Active
Headword Locked:	All
Headword RELAT:	All
Headword BPT:	All
Headword BTB:	All
Headword Language:	All
Headword Media Label:	All
Headword Workflow:	All
Headword Date Range:	01-Jan-1900 Through 31-Dec-2010
Headword Modified By:	
Related Active Status:	Active
Related Object Class:	
Related Categories:	Evaluation
Relationship Types:	

Processing time = 3 Seconds

**Report Results**

Assessment data } Results

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**For More Information**

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Quality is something you can't see, but you can feel it.

# Questions



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