

MEMORANDUM OF UNDERSTANDING
Pension and Fiduciary (P & F) Work Measurement Study (WMS), to Include the
Pilot Phase

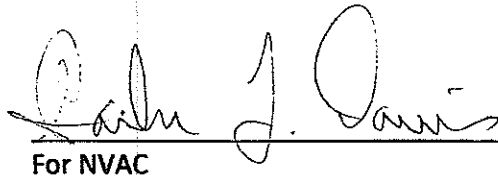
The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53, regarding the Pension and Fiduciary (P & F) Service contracted Work Measurement Study (WMS).

1. The WMS uses an electronic work measurement application which will prompt the employee to enter information about what they are working on at random times throughout the day. The tool will consist of pre-populated information and drop-down boxes to minimize the amount of time required by the user to complete the survey.
2. The WMS will assess the work performed in the fiduciary hubs in order to accurately define and quantify the time involved in completing fiduciary program work.
3. The electronic work measurement application will be used by legal instruments examiners who are performing work at a static duty station throughout the course of the normal work day.
4. Field Examiners, who perform a significant portion of work away from a computer, will record events throughout the day and retroactively enter information into the electronic work measurement application prior to the cessation of each work day.
5. The WMS will be conducted for approximately 45 workdays for legal instruments examiners and 25 workdays for field examiners, from the date of implementation, which includes 5 practice days for each labor category.
6. The sampling rate will be an average of twice per hour for legal instruments examiners and once per hour for field examiners. Excluded time of up to one hour per day will be granted as needed to employees on production standards to complete the data entry necessary to support the WMS. No overtime will be granted for the purpose of entering the necessary data. Employees will not be required to complete data entry for the WMS beyond the allotted one hour per day excluded time.
7. Employees will receive WMS training prior to implementation. Training sessions will last approximately one hour and will be offered on several different days and times during the training period. Reference materials will be provided during training.

8. The Agency shall not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the control of the employee.
9. The employee responses gathered by the contractor will not be disclosed to P & F Service or the fiduciary hubs by employee name and will not be used for individual employee performance purposes. Only the names of non-compliant employees will be disclosed to management for the purposes of ensuring full employee participation and appropriate use of excluded time.
10. Within 45 days of completion of the WMS contract, the VBA Mid-Term Bargaining Committee will be provided the third-party analysis of the data, including any recommendations. This information will be shared with labor partners prior to developing standards.
11. The parties agree that the use of technology to administer the WMS will be in accordance with Article 66.
12. The parties may negotiate locally on this subject provided they do not conflict, interfere with, or impair the implementation of this MOU and the Master Agreement.
13. Management will provide a copy of this MOU to each Local President at each Fiduciary Hub.
14. Both parties agree that the WMS is being implemented to better serve the Nation's Veterans. The WMS will provide a meaningful breakdown of how fiduciary program work is accomplished and allow for the identification and measurement of the performance of all significant tasks completed by employees during the course of their duties. However, if after implementation either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues; the parties will implement the negotiating process.



For Management



For NVAC

12/09/14
Date