

MEMORANDUM OF UNDERSTANDING

Public Contact Team (PCT) OFO-NCC Quality Management Plan (QMP)

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding Public Contact Team (PCT) OFO-NCC Quality Management Plan (QMP).

1. All affected employees will be provided training on the new quality management plan. Employees may request additional training. Employees will be on excluded time for this training.
2. A copy of the quality checklist that will be used will be provided to all affected employees.
3. Employees will be allowed to rebut the validity of an error. Locally negotiated agreements concerning the rebuttal process will remain in place to the extent that they do not conflict with this agreement. This issue is appropriate for local bargaining.
4. Management agrees to meet its bargaining obligations regarding changes to or utilization of the Quality Review checklists.
5. Consistent with procedures set forth in the Master Agreement, local bargaining may take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
6. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
7. After implementation, if either party is made aware of issues that may 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 to the extent required by statute.
8. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

Kevin D. Nelson
Kevin D. Nelson
For the Agency

Paul H. Fleming
For AFGE/NVAC

01/10/2022

Date