

## MEMORANDUM OF UNDERSTANDING (MOU)

### Individual Quality Review (IQR) Reconsideration Off-Station Review

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 Veterans Affairs Council (NVAC) #53, (Union) regarding the Individual Quality Review (IQR) Reconsideration Off-Station Review.

1. When an employee is not on duty, or unavailable for a full day or days, the five (5) business days requirement to submit the reconsideration at each respective level will be extended by the number of business day(s) the employee is unavailable.
2. Affected employees will receive training on the process for inputting a request for reconsideration at both levels.
3. Affected Quality Review Specialists will receive guidance on the procedures to be used in the Quality Management System (QMS). The Quality Management System will identify the employee that will receive the credit for performing the review.
4. Employees will be granted excluded time to rebut any validated error. The amount of excluded time shall be based on the facts of each respective rebuttal.
5. Consistent with Article 47, Section 4 (A) of the 2011 Master Agreement, appropriate local bargaining shall 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 an employee accountable for factors or extenuating circumstances which affect performance that are beyond the employee's 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. If the parties are unable to resolve the issue(s) by discussion, the parties will implement the negotiating process to the extent required by the statute.
8. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within (10) ten days of the date this MOU is signed.

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Jessica R. Minnich  
For the Agency

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Paul H. Fleming  
For AFGE/NVAC

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Date