

## **MEMORANDUM OF UNDERSTANDING**


### **PMC VSR Quality Review Checklist**

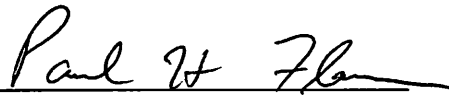
The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding the PMC VSR Quality Review Checklist.

1. The new PMC VSR quality checklist is task based. There are 11 questions on the checklist. All questions will count for quality purposes. If a specific question has more than 1 error description wrong, only 1 critical error will be called per question. Cascading of errors will not be allowed and the same error will not be called under more than 1 specific question.
2. Errors will be called in accordance with the regulations/manual. When an error is called, the regulation/manual will be referenced. If an exception is found but does not fit specifically into a checklist error category, then it will not be cited as an error.
3. Individual Quality Reviews will be randomly generated. In Process Reviews will not count towards the quality element of an employee's performance standard. Procedures for trainee quality review is appropriate for local bargaining.
4. Distinct transactions will be identified by QMS for quality review. Only those tasks completed or those that should have been completed on that specific transaction will be subject to review for quality purposes. Errors detected that are outside the scope of the current transaction will not be counted against the employee under review.
5. All affected employees will be provided training on the quality checklist. No employee will have leave cancelled or denied due to this training. Employees will be on deductible time for this training. The local union will be invited to these trainings. Any questions not answered during these training sessions will be forwarded to the employee's respective QRT Coach, and the QRT Coaches will forward them to P&F Service for clarification. These questions and answers will be provided to the Mid-Term Bargaining Committee upon request.
6. Management agrees to meet its bargaining obligations regarding changes to or utilization of the quality review checklist.
7. Local bargaining may take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
8. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employees' control.
9. After implementation, if 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.

10. Nothing in this MOU impairs Management's right to change the Quality Review Checklist nor the Union's right to negotiate procedures and appropriate arrangements.
11. 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.

  
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Kevin D. Nelson  
For the Agency

  
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Paul H. Fleming  
For AFGE/NVAC

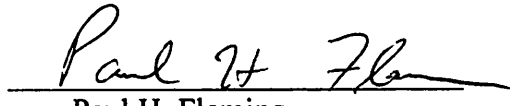
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