

MEMORANDUM OF UNDERSTANDING

Quality Management System (QMS) Decision Review Officer (DRO) 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 use of the Quality Management System (QMS) Decision Review Officer (DRO) Quality Review Checklist.

1. All affected employees will be provided training on the Quality Management System (QMS), its error notification process, and the DRO Quality Review Checklist. No employee will have their leave cancelled or denied due to this training. Employees will be granted deductible time for this training.
2. The (DRO) Quality Review Checklist is task based and there are 12 questions on the checklist. The first 11 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.
3. Employees tasked to perform quality reviews on a DRO, shall be trained on all DRO procedures.
4. Errors will be called in accordance with the regulations/manual. When an error is called, the regulation/manual will be referenced. If a deficiency is found and it does not specifically fit into one of the specific questions or error descriptions, the deficiency will be recorded as a non-critical error (a comment) and will not count against the employee.
5. 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 reviews is appropriate for local bargaining except for those sites such as DMOs that will require bargaining at the national level.
6. Only those actions completed or those that should have been completed will be subject to review for quality purposes. Errors detected that are outside the scope of the current action being reviewed will not count against the employee under review.
7. Management agrees to meet its bargaining obligations regarding changes to or utilization of the quality review checklist.
8. Consistent with the procedures set forth in the Master Agreement, local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.

9. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employees' control.
10. 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 the statute.
11. Both parties will communicate the MOU.

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Date