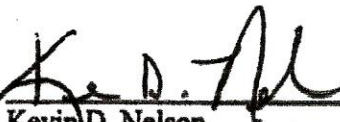


MEMORANDUM OF UNDERSTANDING

QMS Error Notification Process

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 QMS Error Notification Process.

1. Locally negotiated quality review processes in place now will remain in effect except for how employees are notified of quality review errors and how employees respond to quality review errors.
2. All affected employees will be provided training on the new QMS Error Notification Process. No employee will have leave cancelled or denied due to this training. Employees will be on excluded time for this training. The local union will be invited to these trainings.
3. Under the timeliness element, employees have 5 business days to complete corrections. If the employee is not on duty for the full day, that day will be excluded from the calculation.
4. Local negotiated agreements concerning the rebuttal process will remain in place.
5. 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 that affect performance and are beyond the employees' control.
7. 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.
8. Nothing in this MOU impairs Management's right to change the QMS Error Notification Process nor the Union's right to negotiate procedures and appropriate arrangements.
9. 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
For the Agency


Paul H. Fleming
For AFGE/NVAC

01/31/19
Date