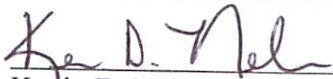



MEMORANDUM OF UNDERSTANDING

Education Service MITRE Studies/Survey at the Regional Processing Offices Initiative

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 Education Service MITRE Studies/Survey at the Regional Processing Offices Initiative.

1. Employees who will be involved in the site visits will be provided a briefing at the start of the visit. No employee will have leave canceled or will be denied leave due to these visits. The local union will be invited to all briefings.
2. Employees on a production standard or a timeliness standard will be on deductible time during their participation in these studies.
3. Any and all surveys conducted of employees will be voluntary, their responses will be confidential and their anonymity protected.
4. If these studies/surveys result in a change in procedures or policies, the employees will receive training prior to implementation. Employees will be provided 10 business days after training before errors are called on individual quality standard
5. The results of this studies and surveys will be provided to the VBA Mid Term Bargaining Committee with 30 days of completion. Prior to any changes in policies or procedures, VBA Mid Term will be notified and all bargaining at the national level will be met.
6. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
7. If after implementation 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. 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 Fleming
for AFGE/NVAC

02/21/17
Date