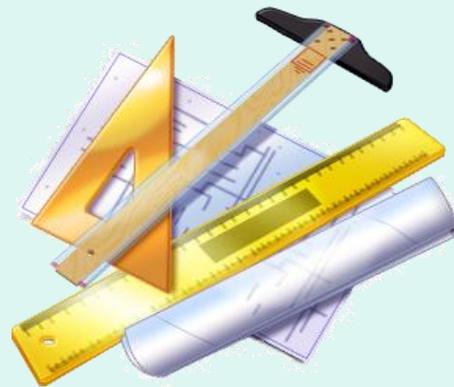


Metrics Workgroup Update



October 17, 2012

Metrics Workgroup - Background

- Three distinct, but complimentary, metrics categories:
 - Mission Accomplishment and Service Quality
 - Employee Satisfaction and Engagement
 - Labor Management Relationship
- Reports submitted to Council on December 31, 2011
- Forums should be reporting internally within their agencies every six months
- Next reports due to Council on December 31, 2012

2011 Metrics Reports - Themes

- Encouraged by aspects of many reports, yet reports also highlight that agencies and unions continue trying to determine how to examine or measure their work
 - Mixed progress on mission metrics
 - Strong progress on building collaborative relationships
- Heavy emphasis on Employee Viewpoint Survey results as primary metrics
- Some activities or actions listed as metrics but unclear on what was being measured

Metrics Workgroup Meeting

- Workgroup met on October 10 to discuss report due to Council on December 31, 2012
- Workgroup recommends a reminder be provided to forums to highlight next metrics submission and to provide additional Council guidance
- Additional guidance intended to assist forums in submitting the most comprehensive metrics updates possible and allow the Council to begin assessing the impact of labor management forums

Forum Reminder

- Original “Guidance for Labor-Management Forum Metrics”
 - Includes discussion on 3 metrics categories
- Strong encouragement to include any available results/data on mission accomplishment and service delivery
 - Forums should not create new data for this report but should also begin identifying potential data for future reports
 - Data should already exist regarding accomplishment of goals under agency strategic plans to the extent that forums were involved in these goals
 - Forums should actively involve agency or organization’s performance improvement officers and others involved in strategic plan implementation
 - Forums should seek information on their agency at:
<http://www.performance.gov/>

Forum Reminder

- Template on metrics submission will be provided to forums to allow for consistent submissions among all forums
 - Forums will be advised that they should not feel constrained by the template and provide as much information as necessary
 - Feedback on template (content, layout, etc.) is requested if current template has caused any confusion to forums; revisions can be made

- Additional information on metrics should be included, such as:
 - Council training on metrics with the VA and AFGC; available on Council web page at <http://www.lmrcouncil.gov>
 - Best Practices Summary of prior metrics submissions; available on Council web page at <http://www.lmrcouncil.gov>
 - Any other useful resources identified by the Council and/or Council workgroup

Types of Metrics

- Guidance should highlight examples of types of metrics in each metric category
- Mission Accomplishment and Service Quality
 - Higher productivity
 - Improved customer satisfaction
 - Better service delivery
 - Cost savings
 - Speed and quality of adoption of new business processes and technology
 - Improved outcomes and mission delivery
- Employee Satisfaction and Engagement
 - Higher employee morale
 - Greater job satisfaction
 - Lower attrition rates
 - Employee development and training
- Labor Management Relationship
 - Greater union and employee engagement in workplace decisions
 - Expedited collective bargaining process
 - Increase in disputes resolved

Examples of Existing Metrics

- **Naval Sea Systems Command Labor-Management Council**
 - ❑ **Process/Cycle Time / Cost Savings (Mission Accomplishment)**
 - ✓ Labor-initiated idea to find an extra hour of productivity per day for each worker
 - ✓ Various initiatives result in time savings and provide more time to devote to other critical work
 - ✓ Time savings results in cost savings

- **Equal Employment Opportunity Commission**
 - ❑ **Process/Cycle time (Mission Accomplishment)**
 - ✓ In FY2012, increase private sector charges completed within 180 days or fewer by 2% or more
 - ✓ In FY2012, increase the percentage of federal sector appeals resolved within 180 days or fewer by 2%

- **Department of Veterans Affairs – Veterans Benefits Administration**
 - ❑ **Process/Cycle Time (Mission Accomplishment)**
 - ✓ Percent of claims processed greater than 125 days
 - ❑ **Claims Quality (Mission Accomplishment)**
 - ✓ Goal: 98%

Next Steps

- Workgroup will finalize guidance to forums for dissemination in the near future
- Workgroup will continue meeting to discuss updating original metrics guidance for next year's reports
 - Recommend much stronger emphasis on mission accomplishment and service delivery metrics
 - Employee satisfaction and engagement and labor management relationship metrics are important, but should be viewed as supporting mission accomplishment and service delivery
 - Recommendations on revised guidance will be developed

Next Steps - Additional Considerations

- How do we ensure labor-management forums are developing good metrics?
- How do we better promote best practices on metrics to ensure forums at all levels are aware?
- How else can the Council help forums on developing and using metrics?