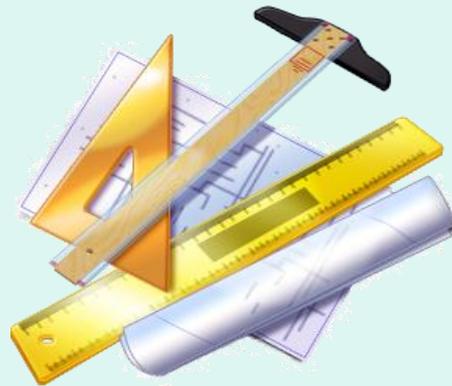


Initial Metrics Submissions from Labor-Management Forums



Presentation to the
National Council on Federal Labor-Management Relations
Washington, DC, May 18, 2011

Progress Made in Establishing Metrics

The metrics group was particularly encouraged by metrics that were:

- ***Mission Focused*** – metrics that focused on how the forum could help the agency accomplish its mission goals
- ***Specific*** – metrics that were clearly identifiable and could be easily understood by all participants, often those using specific numbers and quantities
- ***Integrated*** – mission accomplishment and service quality, employee satisfaction and engagement, and labor-management relations – not silos, but recognizing that any particular issue that is measured should ideally impact all three areas
- ***Cost savings*** – metrics that could help an organization cut or realign resources while maintaining service levels

Challenges Remain for Many Forums

The metrics group also noted some of the following characteristics of submissions that could be improved:

- ***Mission focus*** – many forums chose metrics focused solely on labor-management relations and employee satisfaction issues, and need to balance all the objectives of the EO to include metrics focusing on improving the accomplishment of agency missions and delivering high quality products, services, and protection to the public.
- ***Unclear or too General*** – some forums selected metrics that were unspecific enough that they would be difficult to measure or understand.
- ***Not yet Developed*** – while 31 agencies and 11 (b)(1) pilots submitted something to the Council, several forums were not yet prepared to submit or submitted something incomplete.

Next Steps

1. Provide general feedback to the forums in the form of a summary document with positive examples of the strongest metrics submitted.
2. Consider hosting a webinar or some other form of outreach to the forums to help increase their understanding of what and how to measure.