

Report to the National Council
on Federal Labor
Management Relations

Work Group # 4
Metrics

June 7, 2010

EO Requirements Related to Metrics

(See EO for exact language)

- **Council**
 - Develop suggested measurements and metrics for the evaluation of the effectiveness of the Council and labor-management forums
- **Agency Leadership**
 - Evaluate and document changes in employee satisfaction, manager satisfaction, and organizational performance resulting from the labor-management forums
- **Agency Implementation Plans**
 - Develop metrics to monitor improvements in areas such as labor-management satisfaction, productivity gains, cost savings, and other areas

LMF Concepts Discussed in First Council Meeting

- **Better labor-management relations**
 - Greater union and employee engagement in workplace decisions
 - Expedited collective bargaining process
 - Increase in disputes resolved
- **Improved quality of employee work-life**
 - Higher employee morale
 - Greater job satisfaction
 - Lower attrition rates
 - Employee development and training
- **Improvements in ability to accomplish mission and deliver high quality products and services**
 - 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

Suggested Metrics Development Process

1. June 10: first working group

- Clarify expected group outcomes (to establish metrics and guidance)
- Review progress on metrics
- Assign specific tasks to group members and teams

2. August 4: Council discussion

- Feedback on recommended Council metrics
- Feedback on Agency guidance document

3. September 1: Recommendations for Council adoption