

Problem Resolution Subcommittee

Presentation to the
National Council on Federal Labor-Management Relations
November 18, 2015

Tool Kit Working Group

Update on Space Management PDI

Metrics Working Group

➤ **Working Group Update**

Summer 2015

Three forums identified for follow-up based on 2014 metrics report

October 2015

Team from Working Group conducted follow-up interviews

November/December 2015

Working Group systematically reviews data

Metrics Working Group

➤ **Areas of Interest to the Working Group**

1. The metrics development process: Who was involved? How did the forums develop metrics and measure their progress throughout the year?
2. What can we learn about existing categories of metrics: 1) mission accomplishment and service quality; 2) employee satisfaction and engagement; and 3) labor-management relationship?

Metrics Working Group

➤ **Some Forum Feedback/Requests Regarding Metrics**

- Lack of knowledge regarding the National Council's work
- Requests for further information about, and links to, the tools the National Council's working groups have produced

➤ **Next Steps**

- Complete interview analysis
- Develop plan for moving forward (would like to include any feedback from the National Council)

Metrics Working Group

Questions and Discussion