

STRATEGIC PLAN OF THE OFFICE OF INSPECTOR GENERAL, FLRA
FY 2004 -2005

I. FEDERAL LABOR RELATIONS AUTHORITY MISSION STATEMENT

The Federal Labor Relations Authority exercises leadership under the Federal Service Labor-Management Relations Statute to promote stable, constructive labor-management relations that contribute to a more effective Government.

The Federal Labor Relations Authority fulfills its mission by:

- " enforcing and clarifying the law through sound, timely decisions and policies;
- " using fast, simple processes to conduct its business;
- " providing high quality training and education programs, and furnishing effective intervention services; and
- " administering its resources to ensure that services are responsive to the unique needs of its customers.

In order to accomplish this mission, the FLRA has established the following four performance goals:

1. The FLRA will be an organization that consistently provides the highest quality service that is timely and resolves disputes in the Federal labor-management relations community.
2. The FLRA will be an organization that effectively uses and promotes alternative methods of dispute avoidance and resolution to reduce the costs of conflicts.
3. The FLRA will develop and maintain internal systems and processes to support efficient organization with the flexibility to meet program needs.
4. The FLRA will develop human resources to ensure a continually improving, highly effective and efficient organization with the flexibility to meet program needs.

II. OFFICE OF INSPECTOR GENERAL MISSION STATEMENT

The mission of the FLRA Office of Inspector General is to be a catalyst for maintaining the efficiency and effectiveness of FLRA programs and operations. The goal of our work is to improve the management and conduct of FLRA programs and operations by

evaluating performance, processes and results and identifying ways to make programs and operations more efficient and effective.

The primary objectives of the Office of Inspector General are:

- " To objectively evaluate the efficiency, economy, legality, and effectiveness with which FLRA organizational components carry out their management operations and program responsibilities.
- " To assist the Chair/man and FLRA management in carrying out their responsibilities by providing them with objective and timely information on the conduct of FLRA operations, together with the Inspector General s analysis, conclusions and recommendations.
- " To use audits, investigations, reviews and evaluations as management tools to increase Government integrity and recommend improved systems, processes and operations to prevent fraud, waste, abuse, and mismanagement.
- " To provide management employees assistance with concerns and complaints dealing with systemic issues which could result in fraud, waste, abuse, and mismanagement.

III. FLRA OFFICE OF INSPECTOR GENERAL STRATEGIC PLAN

The Office of Inspector General (OIG) is currently staffed with one position: the Inspector General. The OIG receives administrative support from a part-time student. In developing a Strategic Plan, the OIG was guided by: the overall FLRA Strategic plan; the OIG risk management of the FLRA audit universe; and, the previous OIG Strategic Plan.

As part of the planning process, the OIG assessed the FLRA program audit/review universe, then prioritized the audit universe based on the following factors:

- (1) Mission critical/significance to the mission of the FLRA.
- (2) Congressional interest item.
- (3) Financial materiality/risk.
- (4) Impact/net benefits to be derived from audit.
- (5) Management controls.
- (6) Visibility: deals with public/stakeholders.
- (7) Prior audit coverage/external review or oversight.

The table set forth below, represents the audits and audit-related activities to be undertaken by the OIG for Fiscal Year 2003. This plan will be the basis for FY 2003 oversight plans, which are issued at the beginning of each fiscal year. The strategic plan will be reviewed periodically and revised as necessary to reflect changing priorities.

IV. PERFORMANCE MEASURES

The success of the OIG under the strategic plan will be measured by:

A. The extent to which audits and reviews result in positive change in FLRA programs and operations.

Positive change is indicated by:

- (1) Actions taken to address audit report recommendations.
- (2) Measurable financial benefits such as: (a) reductions in costs through better contracting, procurement, or management; and (b) reductions in cost through economies on the use of personnel and/or other resources.
- (3) Improved efficiency through eliminating redundant actions or lack of coordination and through achieving greater outputs from the same inputs.
- (4) Improved quality of service through reduced response time and better access to information.
- (5) Improved planning, control, and management through improved financial accounting, clearer definition of priorities, and better control and management of manpower, material assets and resources.
- (6) Improved accountability through better external and internal management controls.

B. The extent to which the benefits of our audits and reviews exceed the costs of conducting them.

The financial benefits and the benefits of improvements in efficiency, quality of service, planning, management, and accountability should outweigh the cost in OIG resources, and the resources of the subjects of our audit activity, in achieving these benefits.

Oversight Activities for FY 2005

FY 2005

Audit of FLRA Financial Statements *

Evaluation of FISMA Compliance **

Evaluation of FLRA's Administrative Policy & Procedures

Internal Review of FLRA Micro-purchases

Follow-up on Debt Collection and Use of Government Credit Cards *

Executive Council of Integrity and Efficiency Peer Review of FLRA Inspector General Audits **

FY 2006

Audit of FLRA Performance Management

Internal Review of Human Resource Division

Audit of FLRA Financial Statement *

Evaluation of FISMA Compliance *

FLRA OIG Succession Planning

Follow-up on Debt Collection and Use of Government Credit Cards *

* Congressional Requirement

** PCIE/ECIE Requirement

* Presidential or Congressional Interest.