

# FEDERAL LABOR RELATIONS AUTHORITY



## PERFORMANCE GOALS

FY 2007

### **Mission**

The FLRA mission is to carry out five (5) statutory responsibilities as efficiently as possible and in a manner that gives full effect to the rights afforded employees and agencies. These statutory responsibilities are:

1. Investigating, prosecuting, and adjudicating Unfair Labor Practice (ULP) cases;
2. Determining the appropriateness of units for labor organization Representation (REP);
3. Adjudicating exceptions to arbitrator's awards (ARB);
4. Adjudicating legal issues relating to the duty to bargain (NEG); and
5. Adjudicating impasses during negotiations (bargaining impasse).

### **Strategic Plan (FY 2004-2009)**

In coordination with OMB, the FLRA revised its Strategic Plan for FY 2004-2009, simplifying its strategic goals from four goals to a single goal that reflects our purpose, and our mission - - to process cases efficiently. In order to establish meaningful measures to assess efforts among the FLRA components in case processing, we structured objectives based upon type of case (ULP, REP, ARB, NEG, or Bargaining Impasse). For each objective, we established case resolution output targets for each of the components. Categorizing cases in this manner enables the FLRA to focus on agency-wide goals while concurrently establishing or retaining specific component performance standards. Additionally, for the first time, the responsible Senior Executives/Manager(s) are listed for each objective and performance goal, thereby providing a direct link between SES/Manager performance and attainment of agency outcomes. Finally, rather than separating management and support activities, we incorporated such activities within the appropriate objective, thereby providing a means to align those activities to our performance in processing cases.

**Strategic Plan Goal: CASE PROCESSING**

**Performance Goal (Outcome) #1:** *Provide Timely Adjudication of Cases.*

**Objective:** *Enhance Customer Ease of Filing Cases and Tracking Case Status Through Web-based Case-Filing System.*

<b>Output/Outcome Goal(s)</b>	<b>Responsible Executive(s)/Managers</b>	<b>Experience</b>
<p><u>Output Goals:</u> Complete procurement action to build electronic case-filing system and integrate with existing web-based applications by end- of-fourth quarter and implement on-line filing.</p>	<p><b>Office of Executive Director</b> Information Resources Division</p>	

**Strategic Plan Goal : CASE PROCESSING**

**Performance Goal (Outcome) # 2: *Provide timely review and disposition of Unfair Labor Practice (ULP) cases.***

**Objective: *Remedy all ULP cases in a timely manner.***

<b>Performance Goals</b>	<b>Responsible Executive(s)/Managers</b>	<b>Experience</b>
A. Resolve all ULP charges (issuance of a complaint, withdrawal, dismissal, or settlement of the charge) within 120 days from the date filed.	<b>OGC</b> Dep. General Counsel & Regional Directors	
B. Issue decisions on appeals within 60 days of receipt of the appeal of the Regional Director's dismissal of the charge.	<b>OGC</b> Dep. General Counsel & Asst. GC - Appeals	
C. All ULP complaints will receive a hearing within 90 days or be otherwise settled.	<b>OGC</b> Dep. General Counsel & Regional Directors <b>Office of Administrative Law Judges</b>	
D. All records will close and a decision will issue within 90 days of the hearing completion date.	<b>Office of Administrative Law Judges</b>	
E. Upon completion of filing requirements pursuant to FLRA regulations, all ULP cases will clear the Screening Team and be assigned to an Authority Member staff within 5 working days or be otherwise disposed.	<b>Authority</b> Office of Case Control Screening Team Coordinator	
F. Within 120 days of assignment to an Authority Member staff, a decision will issue.	<b>Authority</b> Chief Counsels	

**Strategic Goal : CASE PROCESSING**

**Performance Goal (Outcome) #3:** *Provide timely review and disposition of Representation (REP) cases.*

**Objective:** *Remedy all REP cases in a timely manner.*

<b>Performance Goal(s)</b>	<b>Responsible Executive(s)/Manager(s)</b>	<b>Experience</b>
<p>A. Issue Decision &amp; Order or approve withdrawal of petition within 110 days of filing of petition with the OGC, where no election or hearing is necessary.</p> <p>B. Conduct election within 90 days from the date of filing of petition with the OGC, where no hearing is necessary.</p> <p>C. Issue Decision &amp; Order in all REP cases in 180 days, where a hearing is necessary.</p> <p>D. Upon completion of filing requirements pursuant to FLRA regulations, all REP cases will be assigned to an Authority Member staff within 2 work days or be otherwise disposed.</p> <p>E. Upon assignment of a REP case to an Authority Member staff, a decision whether to grant review will issue by day 60 and a final decision will issue by day 90.</p>	<p><b>Office of the General Counsel</b> Deputy General Counsel Regional Directors</p> <p><b>Office of the General Counsel</b> Deputy General Counsel Regional Directors</p> <p><b>Office of the General Counsel</b> Deputy General Counsel Regional Directors</p> <p><b>Authority</b> Office of Case Control</p> <p><b>Authority</b> Chief Counsels</p>	

Strategic Plan Goal: CASE PROCESSING

**Performance Goal (Outcome) #4:** *Provide timely review and disposition of Arbitration (ARB) cases.*

**Objective:** *Remedy all ARB cases in a timely manner.*

<b>Performance Goals</b>	<b>Component / Responsible Executive(s)</b>	<b>Experience</b>
<p>A. Upon completion of filing requirements pursuant to FLRA regulations, all ARB cases will clear the Screening Team and be assigned to an Authority Member staff within 5 working days or be otherwise disposed.</p> <p>B. Within 120 days of assignment to an Authority Member staff, a final ARB decision will issue.</p>	<p><b>Authority</b> Office of Case Control</p> <p><b>Authority</b> Chief Counsels</p>	

**Strategic Plan Goal: CASE PROCESSING**

**Performance Goal (Outcome) #5:** *Provide timely review and disposition of Negotiability (NEG) cases.*

**Objective:** *Remedy all NEG cases in a timely manner.*

<b>Performance Goals</b>	<b>Component / Responsible Executive(s)</b>	<b>Experience</b>
<p>A. Upon completion of filing requirements pursuant to FLRA regulations, all NEG cases will clear the Screening Team and be assigned to an Authority Member staff within 5 working days or be otherwise disposed.</p> <p>B. Within 120 days of assignment (reflecting reasonable time period for a post-petition conference) to an Authority Member staff, a final NEG decision will issue.</p>	<p><b>Authority</b> Office of Case Control</p> <p><b>Authority</b> Chief Counsels</p>	

**Strategic Plan Goal: CASE PROCESSING**

**Performance Goal (Outcome) #6:** *Provide timely review and disposition of Bargaining Impasse (FSIP) cases.*

**Objective:** *Remedy all bargaining impasse (FSIP) cases in a timely manner.*

<b>Performance Goals</b>	<b>Component / Responsible Executive(s)</b>	<b>Experience</b>
A. Cases in which the Panel declines jurisdiction will close within 20 days of such decision.	<b>Federal Service Impasses Panel (FSIP)</b> Executive Director	
B. Cases that are withdrawn prior to a jurisdictional determination by the Panel will close within 60 days.	<b>Federal Service Impasses Panel (FSIP)</b> Executive Director	
C. In cases in which the Panel issues a Decision & Order, the record will close within 150 days.	<b>Federal Service Impasses Panel (FSIP)</b> Executive Director	