#### Department of Veterans Affairs M21-4, Chapter 6

**Veterans Benefits Administration January 8, 2016**

**Washington, DC 20420**

#### Key Changes

|  |  |
| --- | --- |
| Changes Included in This Revision | The table below describes the creation of a new chapter, Veterans Benefits Manual M21-4, Manpower Control and Utilization in Adjudication, Chapter 6, “Quality Review Team (QRT).”***Notes***: * The term “regional office” (RO) also includes pension management center (PMC), where appropriate.
* Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her survivors file with VA.
* The document conforms to M21-1 standards.
 |

|  |  |
| --- | --- |
| Reason for the Change | Citation |
| To update random selection of Individual Quality Reviews (IQRs) from “an average of five end products (EPs) per month regardless of the number of issues decided” to “work based on the amount set forth in the national performance standards for each position” to align with national performance standards. | M21-4, Chapter 6, Subchapter II, Topic 6.06, Block a |
| To update expanded sample sizes of IQRs from “of total 10 EPs per month” to “sizes based on the amount set forth in the national performance standards for each position” to align with national performance standards. | M21-4, 6.06(e) |

|  |  |
| --- | --- |
| Rescissions | None |

|  |  |
| --- | --- |
| Authority | By Direction of the Under Secretary for Benefits |

|  |  |
| --- | --- |
| Signature | Thomas J. Murphy, DirectorCompensation Service |

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |