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

**Veterans Benefits Administration December 30, 2015**

**Washington, DC 20420**

#### Key Changes

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| 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.
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| Reason for the Change | Citation |
| * To create a new chapter for the incorporation of *Fast Letter (FL) 13-18, Overview of Quality Review Teams*.
 | M21-4, Chapter 6 |

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| Rescissions | FL 13-18, Overview of Quality Review Teams |

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

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| Signature | Thomas J. Murphy, DirectorCompensation Service |

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