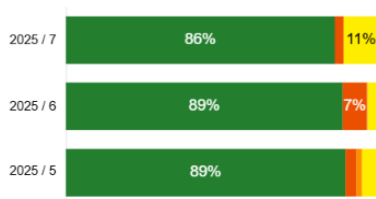


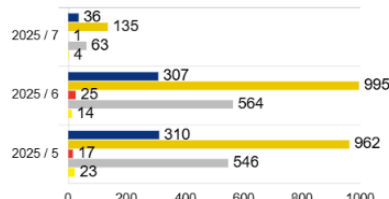


3 month total reviews

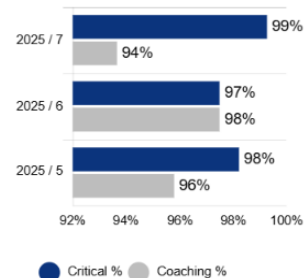
By Pass/Fail - All Teams



By Count - All Teams



By Count Percentage - All Teams



Pass Critical Critical and Coaching Coaching

Audit Count Critical Count Critical Made Count
Coaching Count Coaching Made Count

Critical % Coaching %

Critical/Coaching Counts: Potential Critical/Coaching fail points

Critical/Coaching made Counts: Critical/Coaching fails made

Audit Count: Total Reviews processed after 03/05/2025 (Counts not available prior to 03/05/2025)



Quality Area Of Focus - Questions marked incorrect

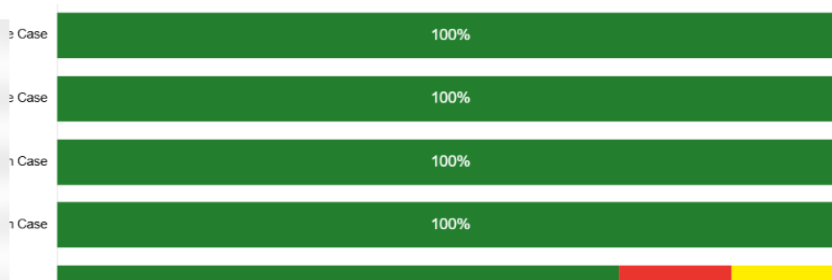
Primary	Team	Process	Current Month	Prior Month 1	Prior Month 2	Total
Criticality						
Critical						
Were all applicable tabs of the case workbook filled out completely? (Critical)		re - Alerts	0	2	3	
Were the correct reports/numbers sent to LFG or PS Comp? (Critical)		re - Alerts	1	2	0	
Was correct information/upload provided to the requestor? (JIRA/Email/CES) (critical)		- Data Requests	0	2	1	
Was the P@L status updated correctly? (Critical)		re - Alerts	0	2	0	
Was the appropriate element set up in P@L correctly if applicable? (Critical)		re - Pay Run Reports	0	1	1	
Was the SSA Form completed accurately with information from P@L? (critical)		- IRS and SSA Forms	0	2	0	
Was the main processing report set up correctly? (critical)		- Quarter End and Exce	0	2	0	
TSH Term Case: If paying via QP is the Benefits collected through date completed and the deduction amounts for each element to validate amounts with SOE? (Critical)		- Term Case	0	1	0	
Were Time Management elements set up correctly if applicable? (Critical)		re - Alerts	0	1	0	
Was the PR 62 run correctly and saved to the case? (Critical)		re Transmittal	0	1	0	
Was Section 5 completed if applicable? (Critical)		re Transmittal	0	1	0	
Was action taken on the overpayment if applicable? (Critical)		re Transmittal	0	1	0	
If an email was needed, were all fields correct? (critical)		- Reports	0	1	0	
If applicable, does the EDO match the employees FWA? (critical)		- Reports	0	1	0	
If applicable, did the sent email contain all pertinent information and was it addressed correctly? (critical)		- Garn Misc	0	1	0	
If applicable, were emails sent and followed up? (critical)		- Quarter End and Exce	0	1	0	
Criticality						

Over/Under Payment Workflows

Primary	Year / Month	Audit Count	No Financial impact	OverPaid \$0-\$5,000	OverPaid \$5,000-\$10,000	OverPaid \$10,000+	UnderPaid \$0-\$5,000	UnderPaid \$5,000-\$10,000	UnderPaid \$10,000+
Year / Month									
2025 / 6									
Total	2025 / 6	307	302	1	0	0	4	0	0
Time Management	2025 / 6	15	14	0	0	0	1	0	0
re - Alerts	2025 / 6	41	40	0	0	0	1	0	0
re - Pay Run Reports	2025 / 6	28	27	0	0	0	1	0	0
- Term Case	2025 / 6	29	28	0	0	0	1	0	0
Reports	2025 / 6	7	6	1	0	0	0	0	0

Current Month

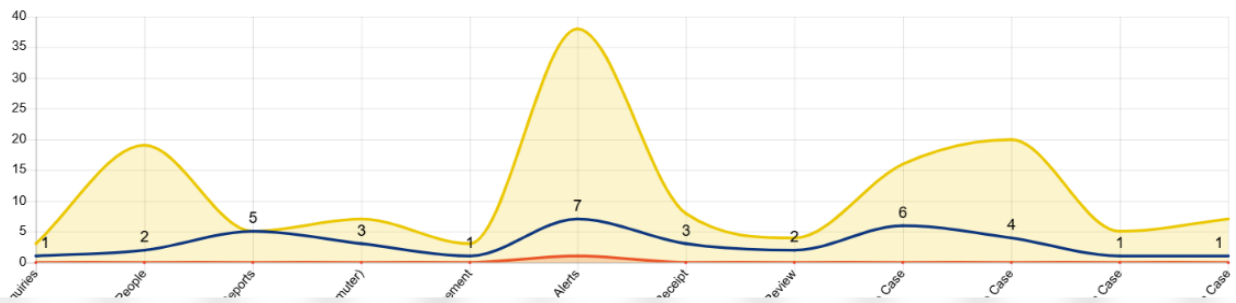
Overall Pass/Fail rates





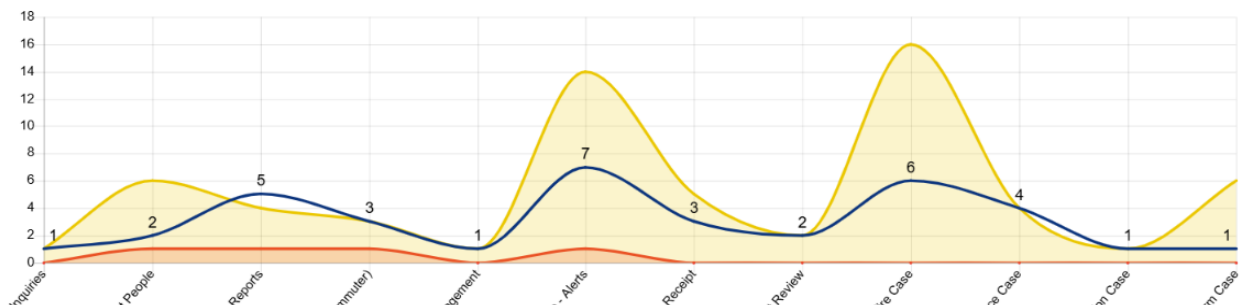
Pass Critical Critical and Coaching Coaching

Critical Counts



Audit Count Critical Count Critical Made Count

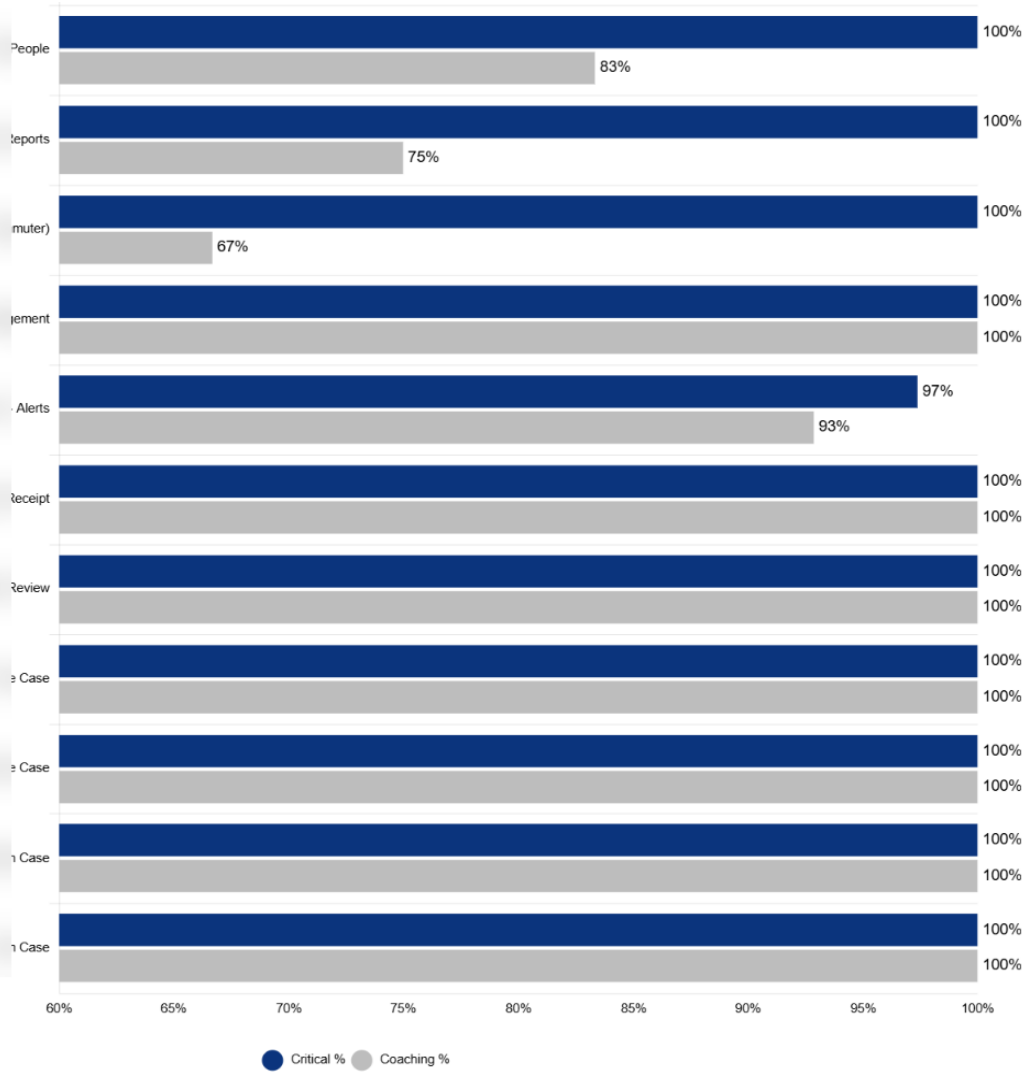
Coaching Counts



Audit Count Coaching Count Coaching Made Count

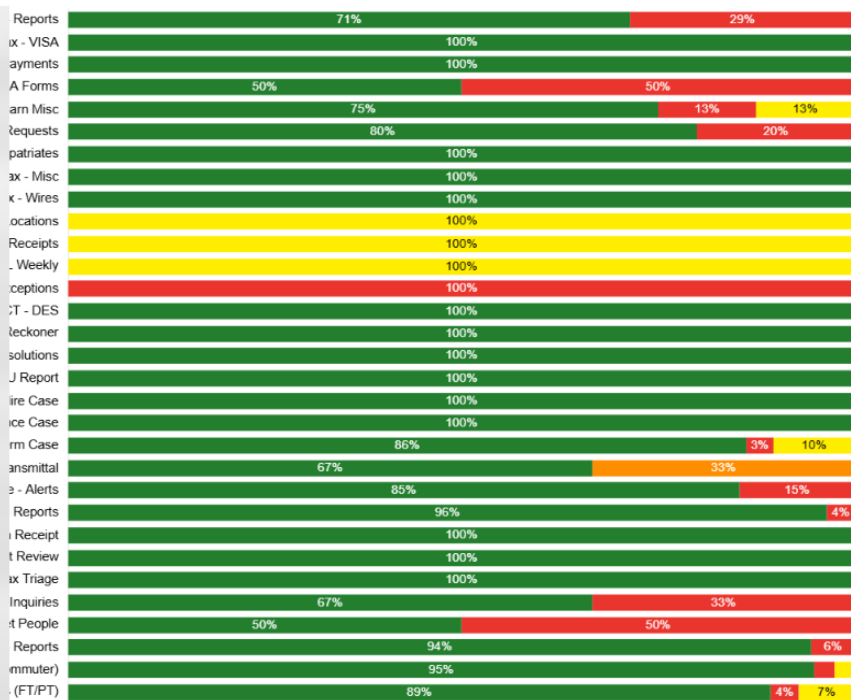
Percentage based on total





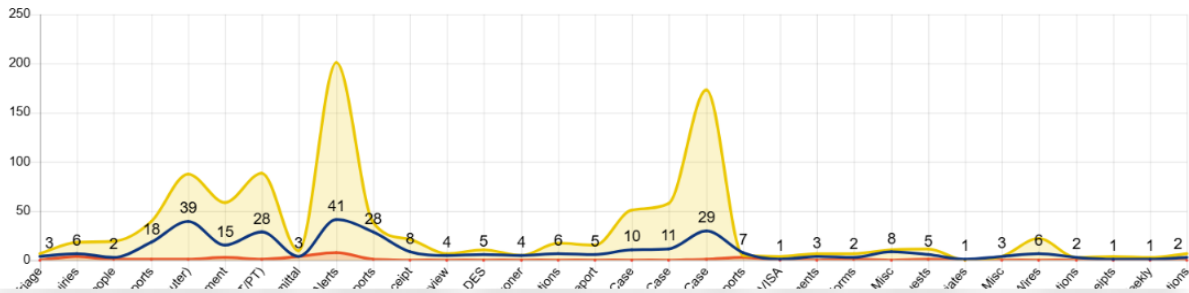
Prior Month 1

Overall Pass/Fail rates



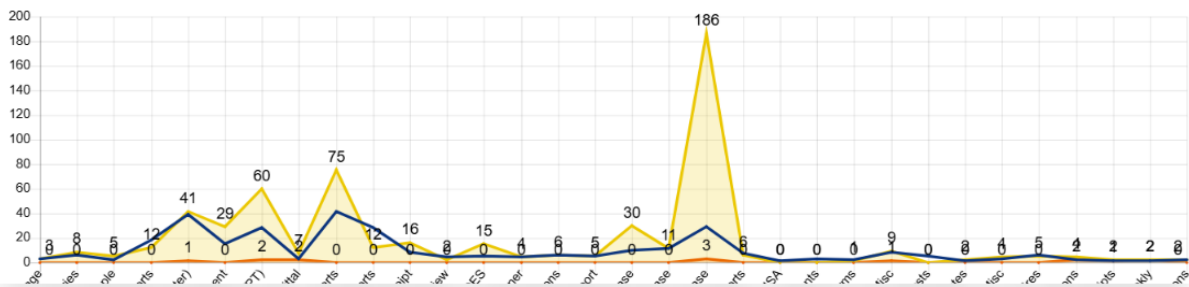
● Pass ● Critical ● Critical and Coaching ● Coaching

Critical Counts



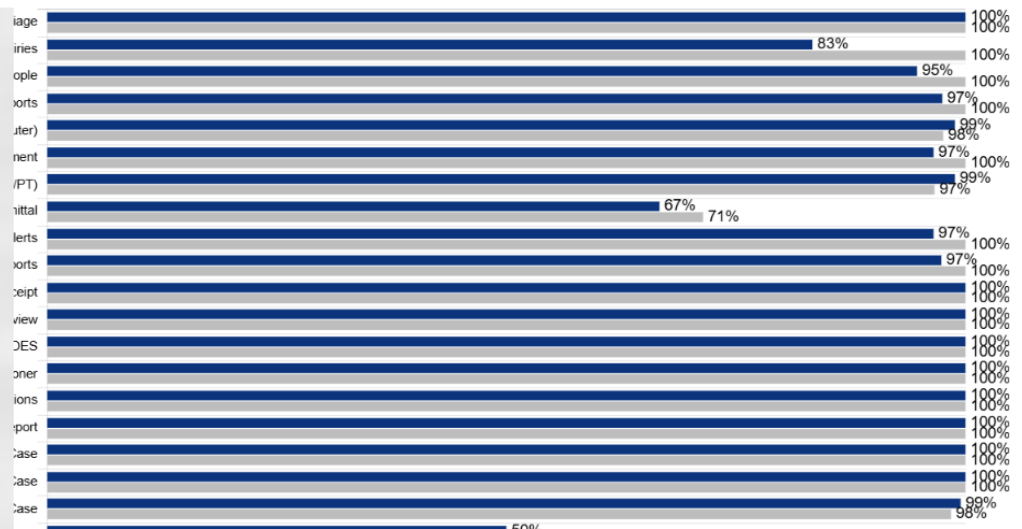
● Audit Count ● Critical Count ● Critical Made Count

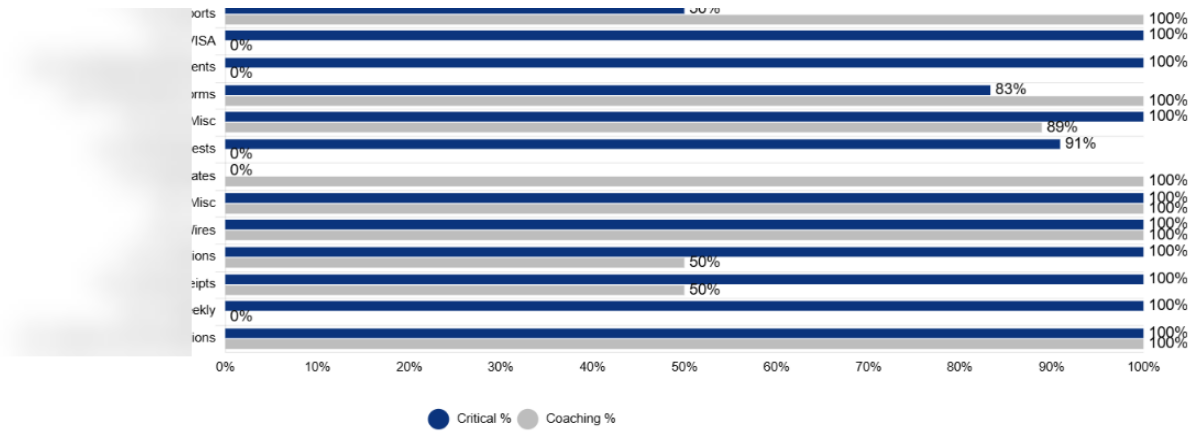
Coaching Counts



● Audit Count ● Coaching Count ● Coaching Made Count

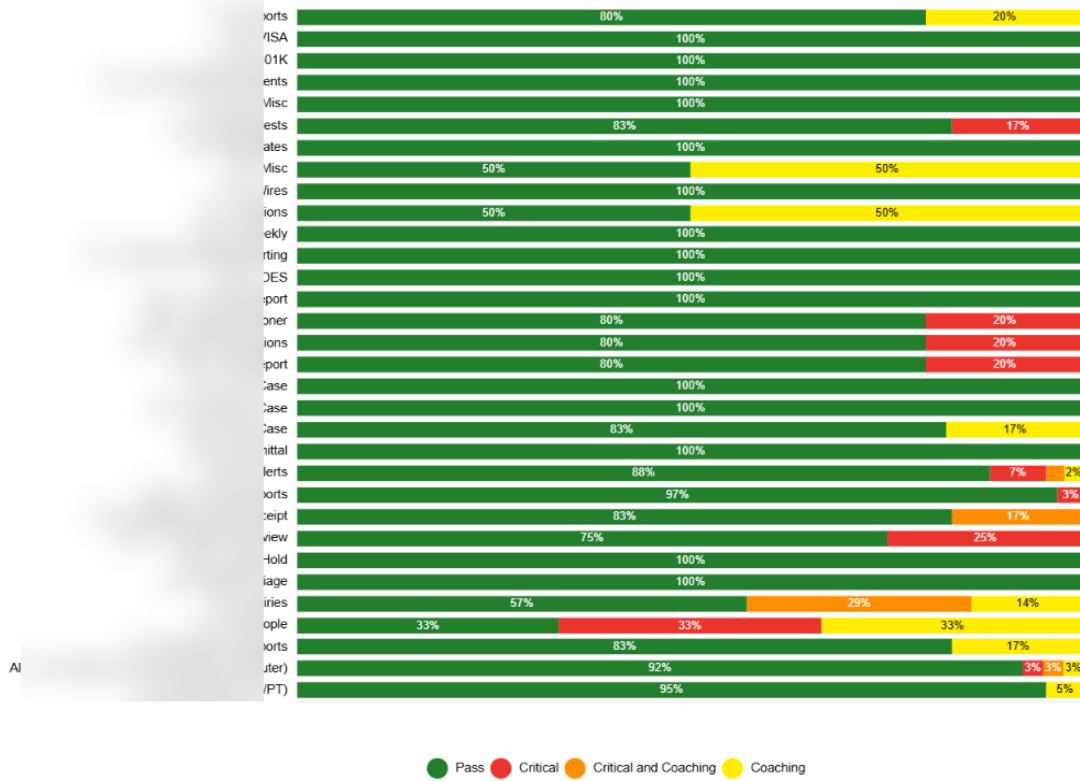
Coaching Counts



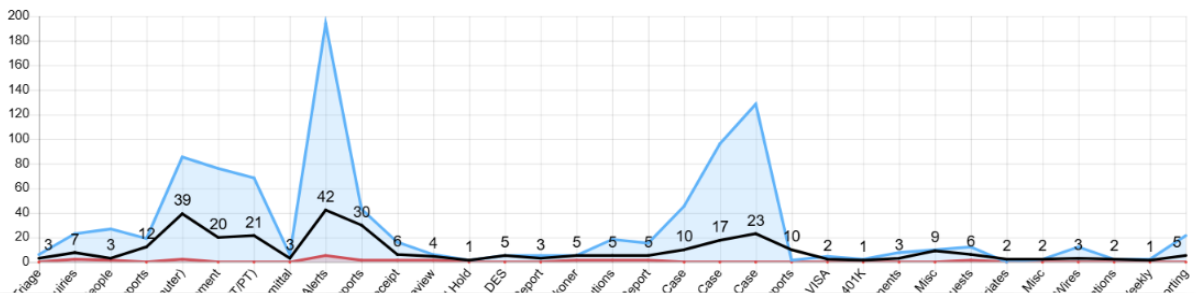


Prior Month 2

Overall Pass/Fail rates

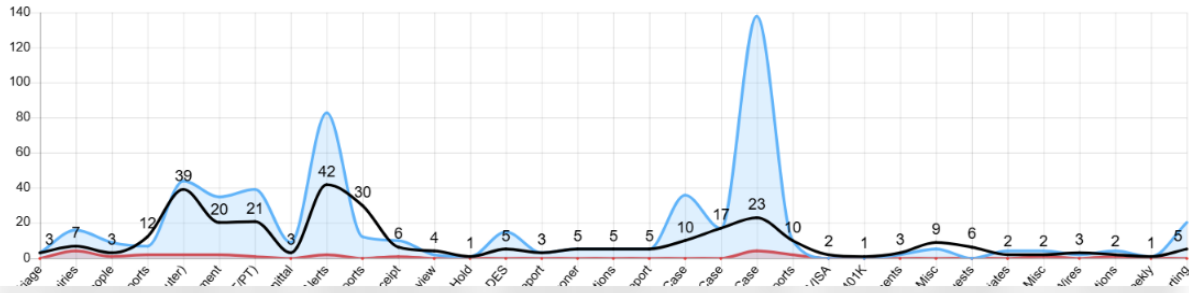


Critical Counts



● Audit Count ● Critical Count ● Critical Made Count

Coaching Counts



● Audit Count ● Coaching Count ● Coaching Made Count

Coaching Counts

