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**Opening Remarks**

* Diana Williard, *Quality Assurance Officer, Program Review, Quality Assurance*

**Quality Call Material in TMS & Call Notes Search Function**

* Robert Johnson, Senior Rating Quality Review Specialist, Quality Review Team, Quality Assurance

**Recent Live Manual Updates**

* Radine Mace, *Consultant, Program Review Staff, Quality Assurance*

**FY16 2nd Quarter Examination Request Quality Scores**

* Maruta Grean, *Performance Specialist, DEMO, Quality Assurance*

**Poll Question – Inferred Issues**

* Bonnie Kirby, *Consultant, Program Review Staff, Quality Assurance*

**Foundation Blocks of Adjudication and Promulgation – Aggravation**

* Chuck Ford, *Consultant, Instruction Staff, Training*

**VBMS-R Updates**

* Chris Whynock, *Program Analyst, VBMS Program Management Office (PMO)*

**Closing Remarks**

* Jeff Henderson, Chief*, Quality Review & Consistency, Quality Assurance*

**TMS and Next Quality Call Information**

* Robert Johnson

**Questions & Answers**

* Quality Call Presenters





# Compensation Service Quality Call

### May 11, 2016

### 1:30 pm Eastern

### [Join online meeting](https://meet.rtc.va.gov/robert.johnson4/C1HC4506)

**1-855-767-1051**

**Conf ID Code # 35160573**

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1. Dial 1-855-767-1051; enter the Conference ID code, and then press the **#** key.

2. Select “*Do not join audio*” after selecting the Lync meeting link.

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### AGENDA