REQUEST FOR RECORDS DISPOSITION AUTHORITY

To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION  
8601 ADELPHE ROAD COLLEGE PARK, MD 20740-6001

1. FROM (Agency or establishment)  
Department of the Treasury

2. MAJOR SUBDIVISION  
Internal Revenue Service

3. MINOR SUBDIVISION  
Wage and Investment - Embedded Quality Review System (EQRS)/National Quality Review System (NQRS)

4. NAME OF PERSON WITH WHOM TO CONFER  
 John B. Ellis  
Harry Matthews

5. TELEPHONE NUMBER  
202-283-9291  
913-344-7980

6. AGENCY CERTIFICATION  
I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached 2 page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,

☐ is not required  
☐ is attached; or  
☐ has been requested.

DATE  
May 4, 2006

SIGNATURE OF AGENCY REPRESENTATIVE  

TITLE  
IRS Records Officer

7. ITEM NO.  

8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION  
Embedded Quality Review System (EQRS)/National Quality Review System (NQRS)

Background:

This schedule requests disposition authority for IRS Quality Review Systems for Accounts Management, Compliance Services, Field Assistance and TE/GE. Each accesses separate tables in the same quality review database, but copies over and extracts records for different purposes. One platform is for managerial reviews used for employee appraisals and coaching (EQRS, scheduled under RCS 31 for Customer Service) and the other for quality control review against balanced measures goals reported as a result of GAO requirements (NQRS, scheduled under RCS 21 for Strategic Planning).

See Attached:
1. Embedded Quality Review System (EQRS)

The EQRS is used by managers to capture evaluative data obtained from monitoring taxpayer phone calls, reviewing paper cases, and face-to-face contacts. Reports can be generated for planning and training purposes and also for evaluative purposes. Managers use the system to track employee performance and training needs. This component will be scheduled as an item in 1.15.31, Records Control Schedule for Customer Service.

a. Inputs:

Includes all source documentation (Data Collection Instruments, transcripts, and/or notes, etc.) relating to reviews of contact performance by employees which is used to input data into EQRS.

Delete/Destroy three years after close of reporting year.

b. Outputs:

1). Reports printed from EQRS:

Destroy when superseded or no longer needed.

2). Employee Specific Evaluative Data:

Following feedback meeting(s) transfer to Supervisor's Employee Performance File and destroy all other non-record copies. Schedule with RCS 38 (1.15.38) Item 18. REVIEW annually.

DESTROY superseded or obsolete documents.

DESTROY files relating to an employee within 1 year after separation or transfer.

c. Master files:

EQRS Master Data Files
One database record created for each customer contact.

Delete/Destroy three years after close of reporting year.

d. System Documentation:


Delete/Destroy when superseded or obsolete.
2. National Quality Review System (NQRS)

The NQRS is used by independent quality reviewers to capture non-evaluative national and local product review data obtained from monitoring taxpayer phone calls, reviewing paper cases, and face-to-face contacts. Reports can be generated for planning and tracking purposes. Management uses the system to track organizational performance against official business performance measures, and to identify opportunities for improvement. This component will be scheduled as an item in IRM 1.15.21, Records Control Schedule for Strategic Planning.

a. Inputs:

Includes all source documentation (Data Collection Instruments, transcripts, and/or notes, etc.) relating to non-evaluative national and local product reviews.

Delete/Destroy after data input has been validated.

b. Outputs:

1.) Various Printed Reports
Destroy when superseded or no longer needed.

2.) Directory Files- DAYS2CLOSE.<date>
Delete from directory six months after file transfer.

3.) NQRS.<date> files
Delete from directory six months after file transfer.

c. Master files:

NQRS Master Data Files
Delete/Destroy six years after close of reporting year.

d. System Documentation:


Delete/Destroy when superseded or obsolete.