



The Captain's Corner

For the past 12 months the National Maritime Center has been effectively proceeding with the NMC restructuring and centralization project. The goal of this effort is to improve customer service, decrease credential processing time, and improve the consistency of our products and services.

Since June, the NMC has been heavily focused on improving its internal customer service processes to issue mariner licenses and documents faster and with a higher degree of accuracy and consistency. Through the introduction of key performance and processing metrics, the NMC is now able to identify bottlenecks in the application processing system and focus efforts and resources on those areas identified as constraining the system.

In August, as a result of process improvements, the NMC reduced the inventory of credential applications being processed by 39% and issued over 2,000 mariner credentials, a new production record. While the overall processing time remains higher than desired, the average license renewal processing time has decreased by 17% since June.

Much of the processing delays involve time spent waiting to obtain information missing from the mariner's application. To address this, we have implemented changes to the evaluation process and the application forms to improve the mariner's ability to submit a "ready for evaluation" application and thus reduce processing time. As mariners submit their applications, the staffs at the Regional Exam Centers will assist the mariners to ensure that their application packages are ready.

David C. Stalfort
 Captain, U. S. Coast Guard
 Commanding Officer

Questions on restructuring and implementation may be sent to Christina.L.Nohre@uscg.mil.

We encourage questions from ALL REC & NMC Employees!

Building Updates

The pre-cast exterior wall panels are being placed for the covered parking area at the back of the new facility.

For previous building updates, please visit:

<http://www.gsa-projects.com/ProjectDetails.aspx?id=14> .



Staffing Updates

NMC-1 Marine Transportation Specialist, GS-13 (Planning Team Leader) Closing: September 13th

NMC-1 Marine Transportation Specialist, GS-12 (Planning Team) Closing: September 14th

NMC-5 Marine Transportation Specialist, GS-12 (Help Desk Supervisor) Closing: September 13th

NMC-4 Quality Assurance Specialist, G-9 Closing: September 13th

See USA Jobs <http://www.usajobs.gov/>
 Search: Homeland Security, US Coast Guard

NMC staffing 60% of full strength

"The best way to inspire people to superior performance is to convince them by everything you do and by your everyday attitude that you are wholeheartedly supporting them."

~ Harold Geneen