

The Captain's Corner

During this time of change with the MLD program, communications to external customers and internal staff is critical. To help keep all stakeholders well informed, we have established "What's New at NMC," which is located on both the Merchant Mariner section of Homeport and CG Central. This will enable customers to access information about centralization, new procedures, monthly performance reports, and more. We've also distributed articles to major maritime trade magazines. Internally, we've developed an REC transition guide, which will help answer many questions about the transition and future MLD processes.

As you interact with our customers, refer them to our Homeport site. Include this link on emails and letter correspondence. Let mariners know about the help desk and the "IASKNMC" email capability. Quality customer service includes informing customers about the improvements they can expect with the Mariner Licensing and Documentation program.

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

Staffing Updates

NMC-5 Marine Transportation Specialist, GS-12
 (Supervisor) Closing: September 20th

NMC-5 Marine Evaluation Specialist, GS-11
 Closing: October 1st

NMC-5 Legal Instruments Examiner, GS-09
 Closing: September 3rd

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

NMC staffing 61% of full strength

Questions on restructuring and implementation may be sent to Claudia.S.Anderson@uscg.mil.

We encourage questions from ALL REC & NMC Employees!

Building Updates

The roof is finished, and interior wall framing is nearing completion. On the third floor, interior door and window frames are going in. The exterior perimeter walls are being insulated and the sheetrock installation is underway. Utilities continue to progress on all three floors, with most of the 3rd floor work complete.

For previous building updates, please visit: <http://www.gsa-projects.com/ProjectDetails.aspx?id=14>.



Praise for Progress

The hard work employees across the country have put forth throughout this transition is beginning to pay off. Both industry and top brass at the USCG are pleased. At the MERPAC meeting last week, the NMC received accolades for progress in both processing and customer service. Here's what Captain Stalfort had to report:

"In addition to the support expressed by OMSA (Offshore Marine Service Association), we received a glowing endorsement from the President of the Seafarers International Union (SIU) for our process changes and customer engagement efforts. I gave a presentation to 250+ union delegates at their convention on Friday about the changes we're making with centralization and the current level of performance in terms of processing time, inventory, and customer satisfaction. Following the presentation, the President proclaimed the backing of the entire union for our improvement efforts. Keep up the GREAT work."

Deputy's Deck-Plate

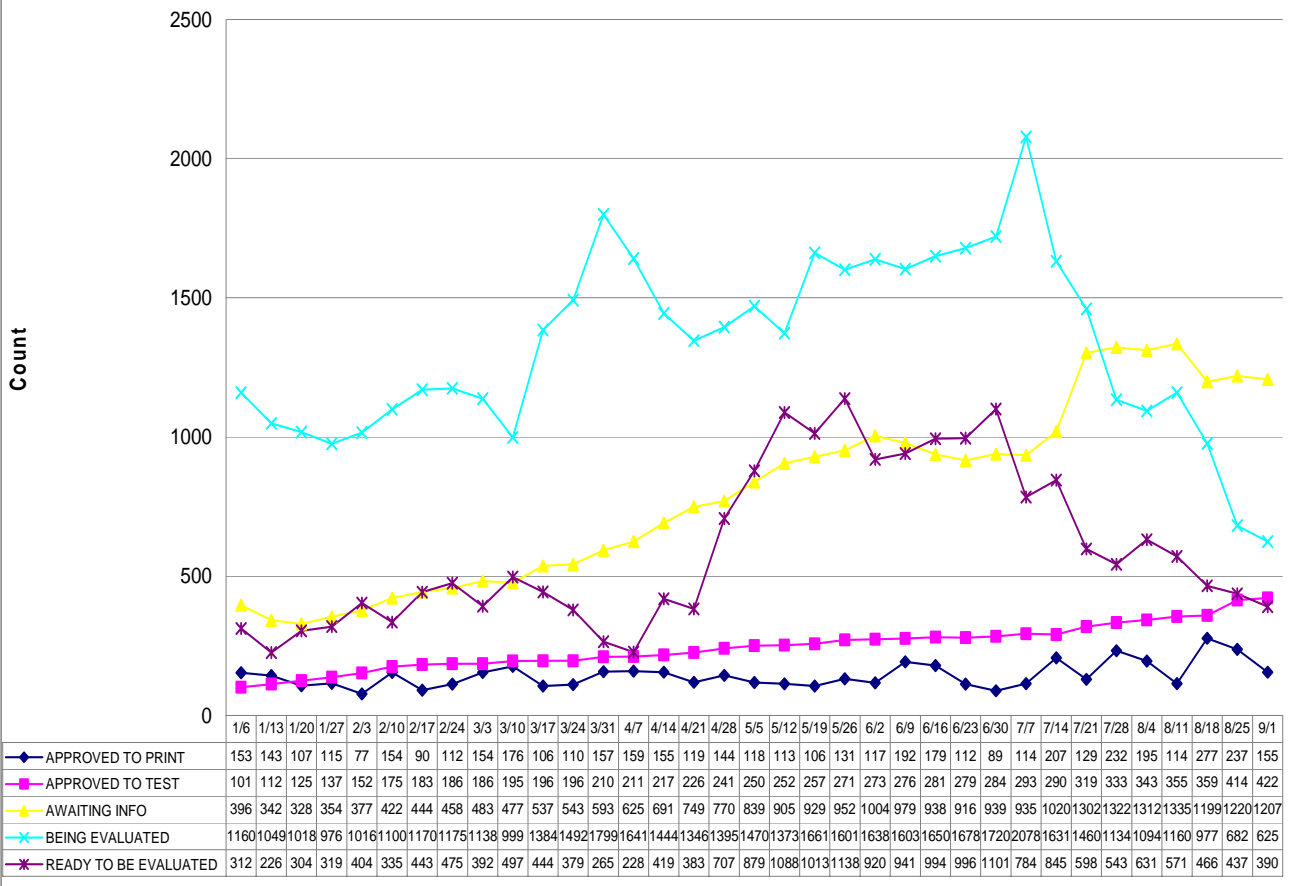
The NMC Senior Staff recently visited the Liberian International Ship & Corporate Registry (LISCR) located in Vienna, Virginia to familiarize and gain insight into one of the most notable credentialing programs in the global maritime mariner credentialing arena. On behalf of Captain Stalfort and the Senior NMC Staff, I would personally like to recognize and thank Captain James P. Walsh, Mr. Carl J. Drumgoole, Mr. Jim Broussard and Mr. Anthony Geegbae of the Seafarer's Certification and Documentation Program, for a most informative and collaborative visit to their "State of the Art" centralized mariner's credential evaluation and production facility. The LISCR has some very impressive application and evaluation processes and their "SEA SYSTEM 2006", fully internet and digital application program, is at the forefront. I recommend a visit to their website www.liscr.com to gain a full appreciation of the great services they provide to our international seafaring partners. Bravo Zulu to Captain Walsh and his crew and we look forward to another round of visits in the not too distant future.

Application Processing

In a continued effort to disseminate more information about process improvements and other transition metrics, we would like to share the following inventory of credential applications in processing in West Virginia (please see graphic below). This information was gathered for quality assurance to gauge the effectiveness of new measures for reducing application processing time.

**Inventory of Credential Applications In Processing
(Centralized Operations at NMC West Virginia)**

Goal: Reduce number of credential applications in process



Q1			Q2			Q3		
October	November	December	January	February	March	April	May	June
NMC Arlington moves to Temp Spaces in WV		NMC West Virginia Move-In		Toledo and St. Louis	Memphis and Long Beach NMC WV Opening Ceremony	Seattle and San Francisco	New York and Portland	Charleston and Honolulu
1		1 8		1	3 21	1	1	2

Website Redesign

As part of NMC's commitment to improve customer service, NMC-4 is taking the lead on consolidating and redesigning NMC web sites.

Current guidance is to develop two separate sites:

- 1) NMC Mariner Site: Web site easily accessible by mariners from any location with access to the internet. This site will be designed over the next several months to ensure no loss of information currently available and design a web site for mariners who don't use computers very often.
- 2) NMC Internal CG Web Site: Web site will be hosted on CG Central to ensure safety and security of CG information.

In conjunction with developing these new and improved web sites, NMC will audit current web site content and update this content as needed. Finally, NMC will develop processes to ensure that web content remains accurate in the future.

New Communications Manager

Please extend a warm welcome to Claudia Anderson, who will be serving as the new communications manager. As I step out of this role, I'd like to thank you all for taking a chance to make your voices heard. You have done an incredible service for the NMC and mariners across the country. I have witnessed a significant shift in attitudes throughout the organization. Employees are gradually reaching a level of comfort where they are providing feedback and offering suggestions for positive change. NMC leadership is working to respond to those critical questions while also gaining an appreciation for the wealth of corporate knowledge its employees hold. I am deeply impressed by those who responded to the surveys. You all care so deeply about what you do and how mariners will be affected. Keep up the great job! This is your NMC so continue working to make it the kind of organization you want it to be.
~ Christina L. Nohre

The kind of commitment I find among the best performers across virtually every field is a single-minded passion for what they do, an unwavering desire for excellence in the way they think and the way they work. Genuine confidence is what launches you out of bed in the morning, and through your day with a spring in your step.
~ Jim Collins, author *Good to Great*