

The Captain's Corner

The process improvements implemented at NMC in July 2007 continue to produce positive results. Throughput, as shown in Figure 1, continues to trend positive indicating that our improvements have allowed production of more credentials than the rate of incoming credential applications. Figure 2 details the number of credentials that are “in-process” at the NMC, our inventory. The dramatic reduction in inventory since July is the direct result of process improvements. Further reductions in inventory will translate to even faster processing times. Analysis shows that applications that are complete are being processed faster and credentials are being issued within 10 to 28 days. Although we are aggressively striving to reduce this time further, we are pleased with these initial results

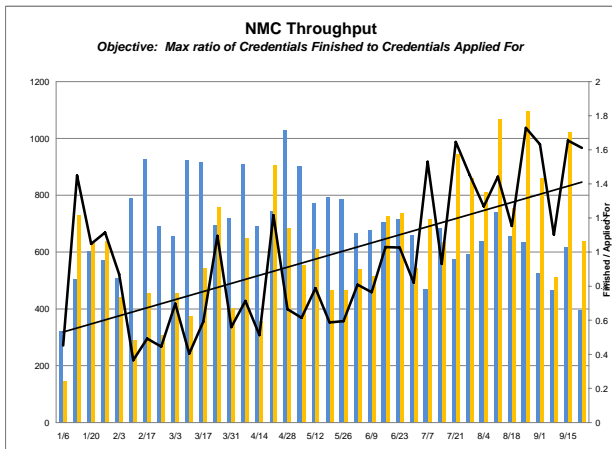


Figure 1: Credentials Applied For (Blue) vs. Credential Finished (Gold)

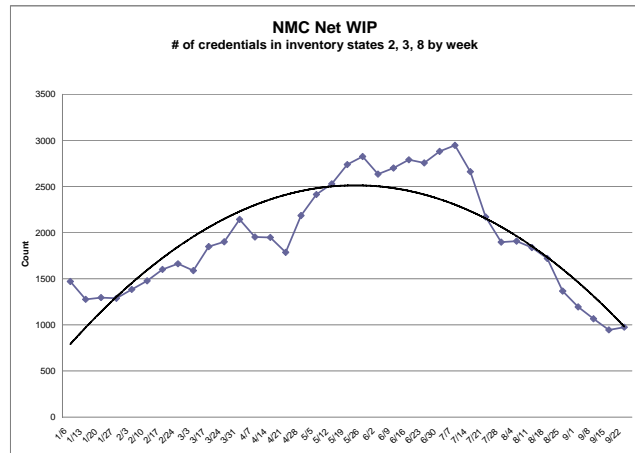


Figure 2: Inventory: Work-In-Progress (WIP) Credential

Our efforts to improve the Mariner Licensing and Documentation program have only just begun. Over the next few months and throughout 2008, we will transition the remaining 13 RECs to centralized operations. At the same time, work will continue on making improvements to our existing paper-based application system, while the design of the future program state and its use of an intelligent electronic web-based credentialing system begin.

All of you play a key role to improving the Mariner Licensing and Documentation program. Each of you knows what's working and what's not. As we plan the REC T.E.A.M. meeting and continue the transition, I encourage you to focus on our vision, keep our customer in mind, and take the initiative to make your part of the program the best that it can be.

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



Building Updates

The photo below shows the view of the exterior back with the covered parking area.

You can view and follow the building progress by going to the webpage below.

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



Staffing Updates

NMC-2 Marine Transportation Specialist, GS-13
Closing: October 12th

NMC-4 Legal Instrument Examiner, GS-11
Closing: October 19th

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

NMC staffing 61% of full strength

**We encourage questions from
ALL RECs & NMC Employees!**

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

RECs - Getting to know you

The National Maritime Center has undergone major internal changes in order to better service the needs of our Nation's maritime industry. As is the case with any reorganization, communication has proven to be the benchmark of achieving new goals and meeting improved business practices that meets the needs of the maritime industry and our customers – our nation's mariners.

The Wave has been the voice of communication for these changes. It has been the intent of "The Wave" to keep the NMC and REC teams aware and involved in these changes.

The transition period has seen dramatic change in not only the business practices, but also has affected change in our employee makeup – retirements, new hires, and departure of employees to other areas. "The Wave" would like to foster a "getting to know" you and with that, we would like to reach out to the individual Regional Examination Centers (RECs) and invite you to introduce yourself. Use "The Wave" to put a face on your organization and introduce your Team.

Also, NMC-1 is still searching out the "Best Practices" within the RECs and this is an excellent opportunity to share your expertise and have others follow your lead. Please send all your information to Rob Hess, Robert.P.Hess@uscg.mil

I am looking forward to all your emails, and invite and encourage any and all comments.

Please contact Claudia Anderson at Claudia.S.Anderson@uscg.mil





Keith George, NMC-41, Application QA Branch

Linda Manuel, NMC-41, Application QA Branch

Travis Chase, NMC-5 Admin Section

A warm welcome to NMC West Virginia

Upcoming Event

05 November - 09 November 2007

REC T.E.A.M. Meeting

**Meeting Theme:
The REC Transition Book**

Location: Shepherdstown, WV

How about a little Coast Guard Humor

One night at sea, a ships Captain saw what looked like a ship heading toward him. He had his signalman blink to the other ship: "Change your course 10 degrees South." The reply came back: "Change your course 10 degrees North." The ships Captain answered: I am a Captain. Change your course 10 degrees South." To which the reply came: "Well I am a Seaman First Class. U.S. Coast Guard. Change your course 10 degrees North." This infuriated the Captain so he signaled back: "!@%\$#@ - I say change your course 10 degrees South. I'm on a battleship!" To which the reply came back: "And I say change your course North. I'm in a Lighthouse !"