



Sept 07, 2007

Mariner Licensing and Documentation Performance Report

For the past 12 months the National Maritime Center has been effectively proceeding with its project to restructure and centralize the Marine Licensing and Documentation program. 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 obtaining information missing from the mariner's application. To

address this, we have implemented changes to the evaluation process and the application forms to make it easier for mariners 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.

We thank you for challenging us to improve; we ask for your patience as we do.

Sincerely,
David C. Stalfort
Captain, U. S. Coast Guard
Commanding Officer
National Maritime Center

