National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program

Month of Performance [2012-01]

**Merchant Mariner Credential Application Inventory**

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9,000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.

**Merchant Mariner Credential Application Throughput**

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

**Merchant Mariner Credential Processing Time**

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date), and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a NPT goal of 30 days.

**Current Inventory = 2225**

**Current Throughput = 0.96**

**Current NPT = 14.00**

**96% of credentials produced within 30 days NPT.**

The National Maritime Center is an ISO 9001:2008 Compliant Organization.
For More information on improvements to the Mariner Credentialing Program, visit [http://www.uscg.mil/nmc](http://www.uscg.mil/nmc)
**Merchant Mariner Credential Application Inventory**

- Current Inventory = 2465

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**Merchant Mariner Credential Application Throughput**

- Current Throughput = 0.92

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

**Merchant Mariner Credential Processing Time**

- Current NPT = 11.59

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**98% of credentials produced within 30 days NPT.**

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National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program
Month of Performance [2012-03]

**Merchant Mariner Credential Application Inventory**

- **Current Inventory = 2315**
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- Backlog of Applications refers to the number of applications in excess of that goal.

**Merchant Mariner Credential Application Throughput**

- **Current Throughput = 1.05**
- Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater.
- The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

**Merchant Mariner Credential Processing Time**

- **Current NPT = 11.17**
- Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date), and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a NPT goal of 30 days.

**98% of credentials produced within 30 days NPT.**

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Merchant Mariner Credential Application Inventory

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Current Inventory = 2152

Merchant Mariner Credential Application Throughput

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Current Throughput = 1.07

Merchant Mariner Credential Processing Time

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Current NPT = 12.21

** 97% of credentials produced within 30 days NPT. **

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National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program
Month of Performance [2012-05]

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Merchant Mariner Credential Application Throughput

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Merchant Mariner Credential Processing Time

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date), and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a NPT goal of 30 days.

** 99% of credentials produced within 30 days NPT. **

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Merchant Mariner Credential Application Inventory

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Current Inventory = 2070

Merchant Mariner Credential Application Throughput

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Current Throughput = 1.01

Merchant Mariner Credential Processing Time

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Current NPT = 11.62

** 98% of credentials are produced within 30 days NPT. **
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Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

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**99% of credentials are produced within 30 days NPT.**

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Mariner Credential Application Inventory

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Current Inventory = 1799

Merchant Mariner Credential Application Throughput

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Current Throughput = 1.13

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Current NPT = 10.94

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** 99% of credentials are produced within 30 days NPT. **
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