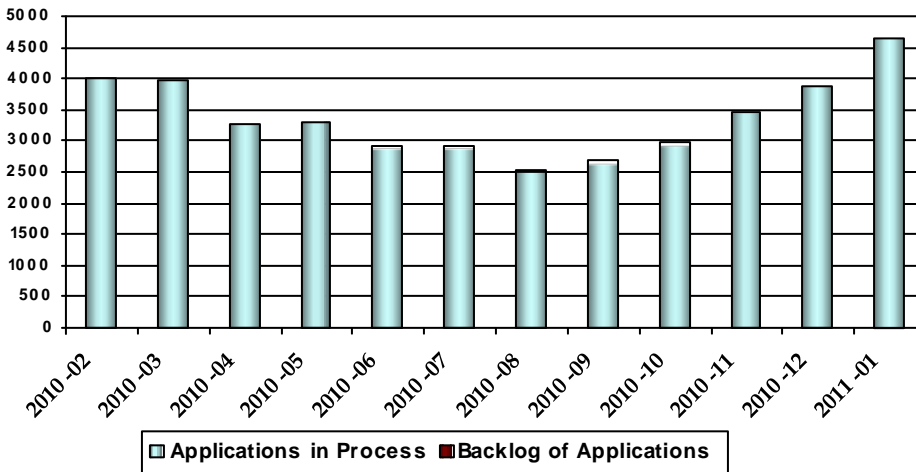# National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program

Month of Performance [2011-01]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process, Backlog of Applications

Current Inventory = 4655

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

Legend: Credentials Received, Credentials Finished, Throughput
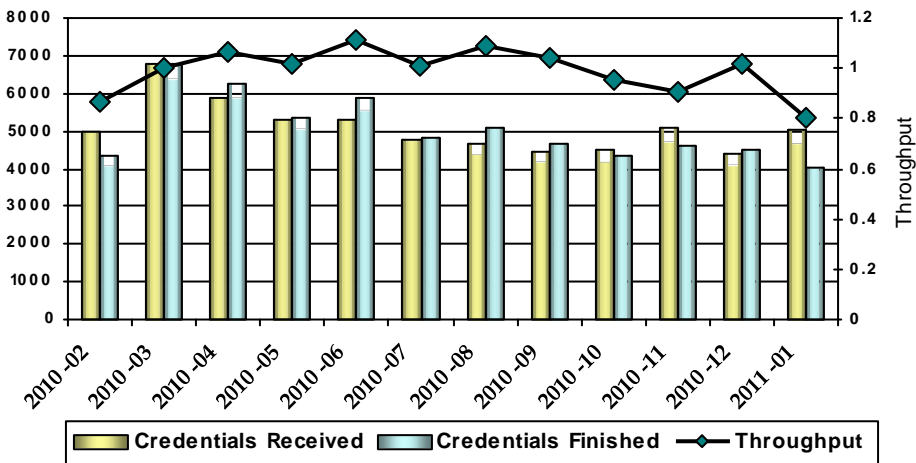
Current Throughput = 0.80

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 The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.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

Legend: Overall Processing Time (GPT), Net Processing Time (NPT)
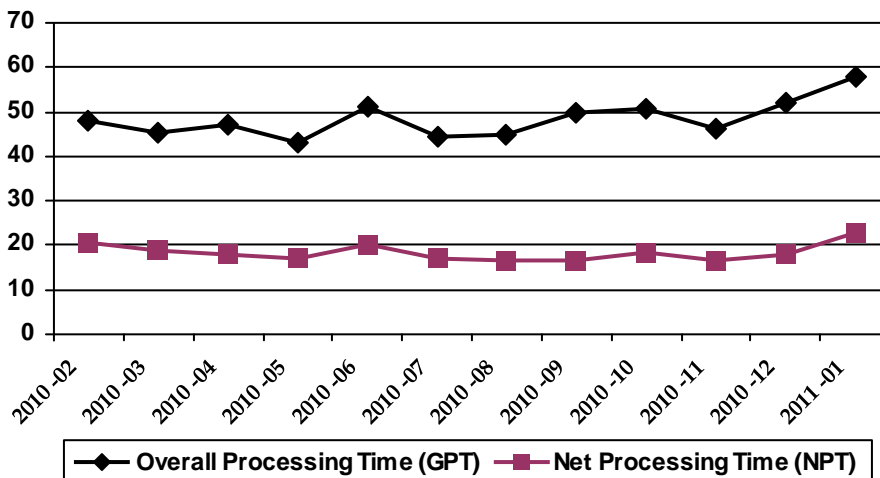
Current NPT = 22.91

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.
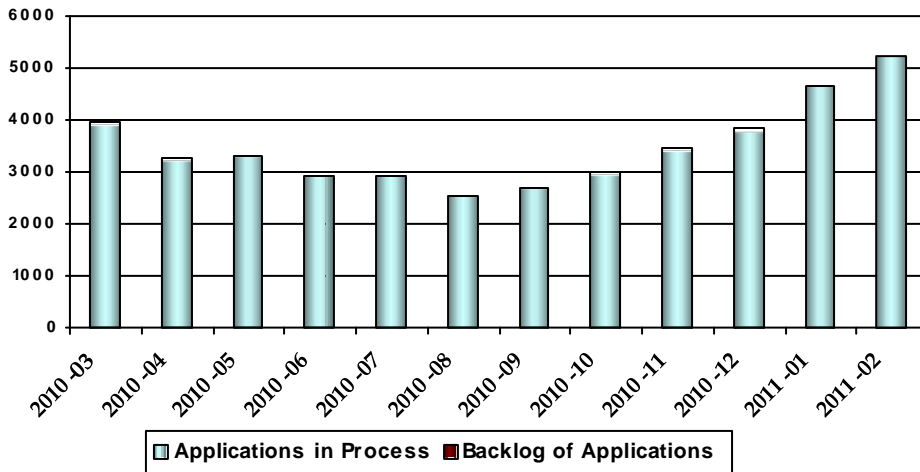
The National Maritime Center is an ISO 9001:2008 Compliant Organization.
For More information on improvements to the Mariner Credentialing Program, visit http:www.uscg.mil/nmc

Merchant Mariner Credential Application Inventory

Applications in Process ■ **Backlog of Applications**

Current Inventory = 5238

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

Credentials Received **Credentials Finished** ◆ **Throughput**
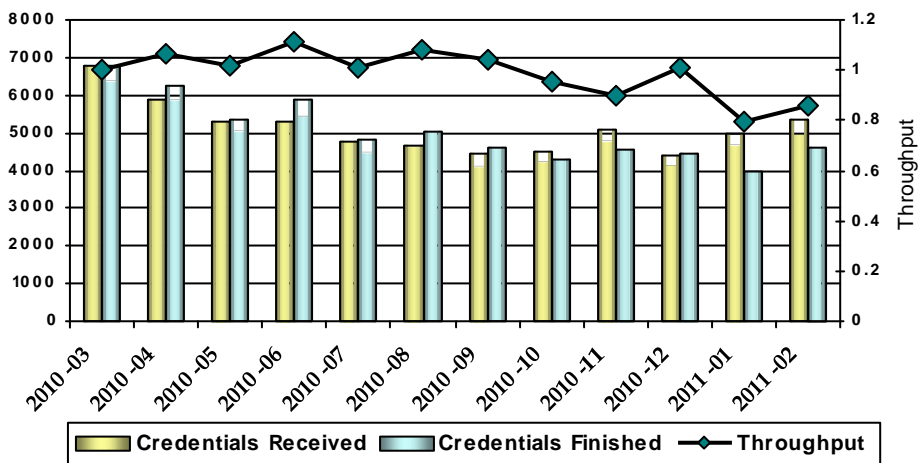
Current Throughput = 0.86

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

◆ **Overall Processing Time (GPT)** ■ **Net Processing Time (NPT)**

Current NPT = 22.92

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.

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program
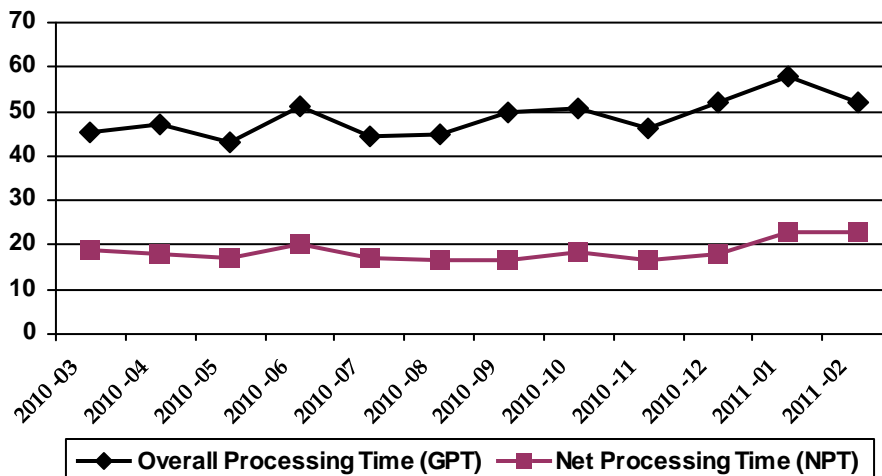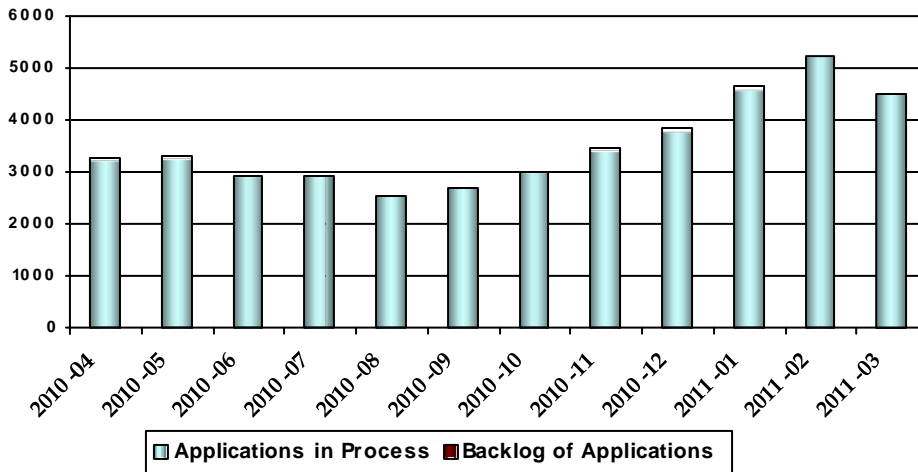
Month of Performance [2011-03]

Merchant Mariner Credential Application Inventory

Applications in Process ■ Backlog of Applications

Merchant Mariner Credential Application Throughput

Credentials Received ■ Credentials Finished ◆ Throughput

Merchant Mariner Credential Processing Time

◆ Overall Processing Time (GPT) ■ Net Processing Time (NPT)

Current Inventory = 4515

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.
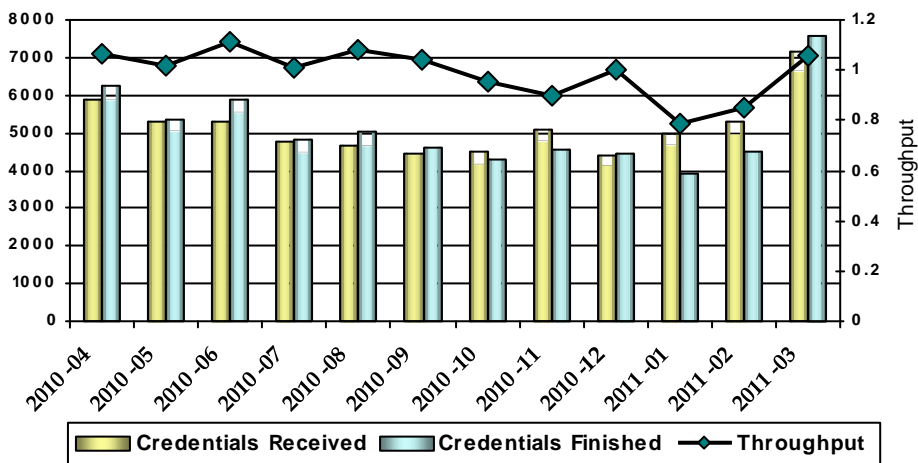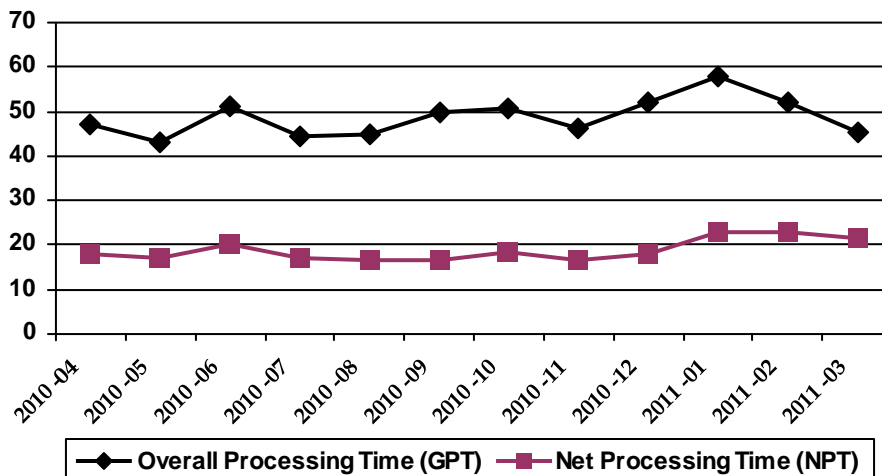
Current Throughput = 1.06

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.

Current NPT = 21.36

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.

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

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

Month of Performance [2012-04]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process | Backlog of Applications
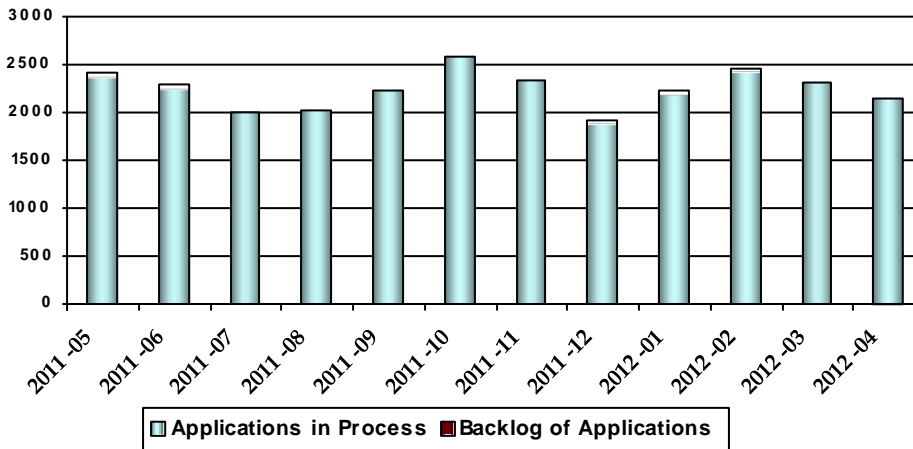
Current Inventory = 2152

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

Legend: Credentials Received | Credentials Finished | Throughput
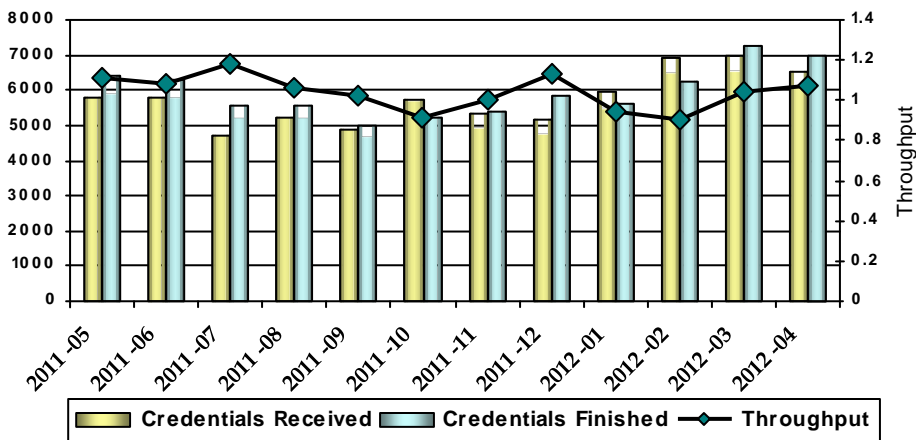
Current Throughput = 1.07

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

Legend: Overall Processing Time (GPT) | Net Processing Time (NPT)
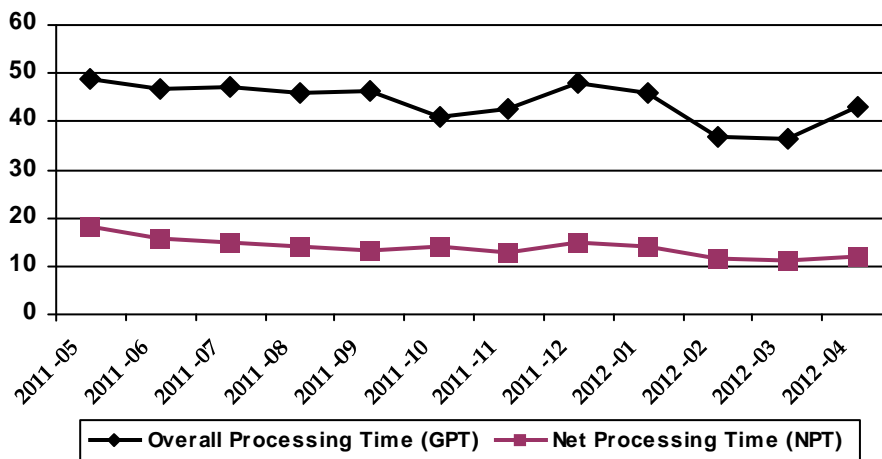
Current NPT = 12.21

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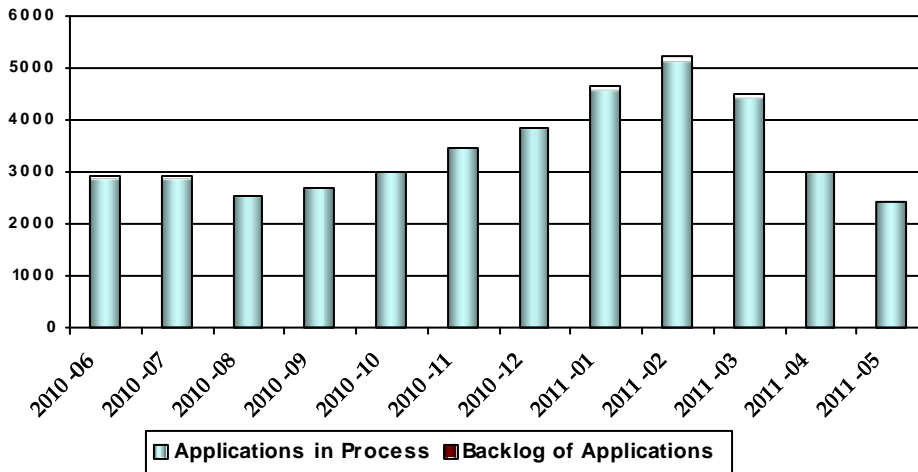
** 97% of credentials produced within 30 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program
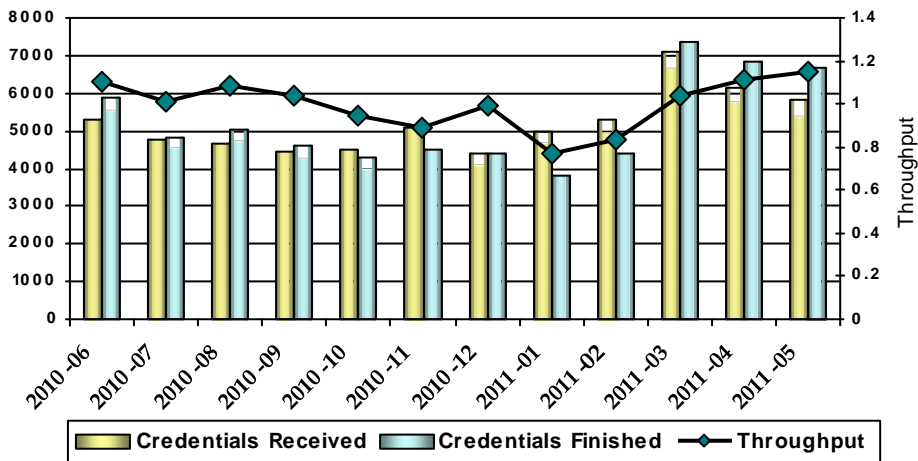
Month of Performance [2011-05]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process — Backlog of Applications

Current Inventory = 2426

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.
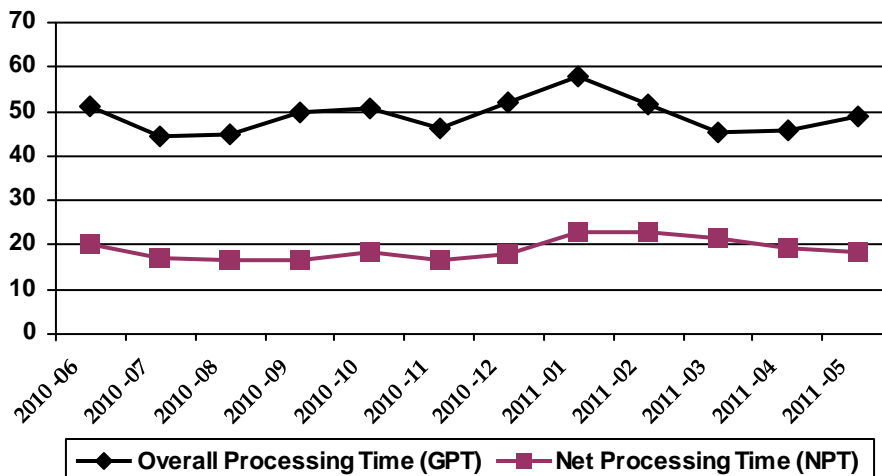
Merchant Mariner Credential Application Throughput

Legend: Credentials Received — Credentials Finished — Throughput

Current Throughput = 1.15

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

Legend: Overall Processing Time (GPT) — Net Processing Time (NPT)

Current NPT = 18.22

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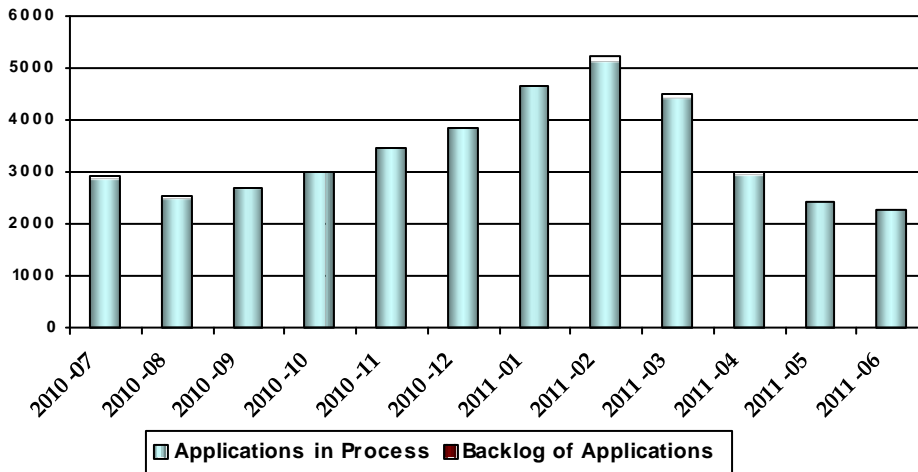
National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program

Month of Performance [2011-06]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process · Backlog of Applications

Current Inventory = 2288

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

Legend: Credentials Received · Credentials Finished · Throughput
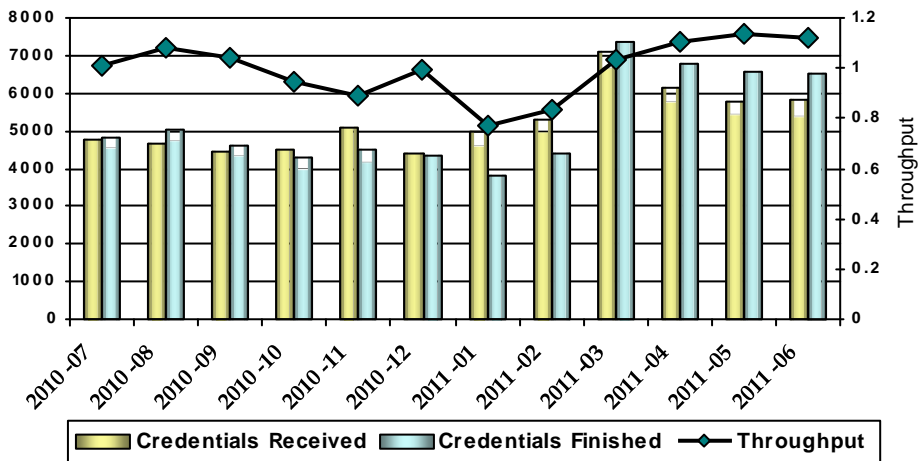
Current Throughput = 1.12

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

Legend: Overall Processing Time (GPT) · Net Processing Time (NPT)
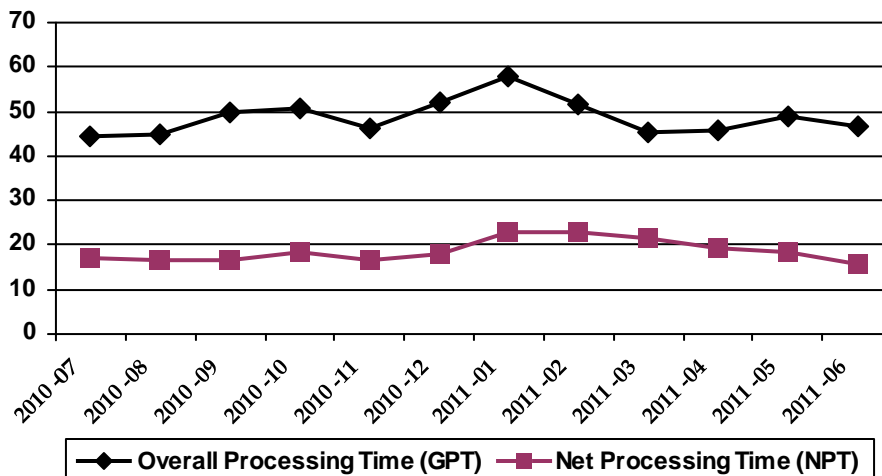
Current NPT = 15.81

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.
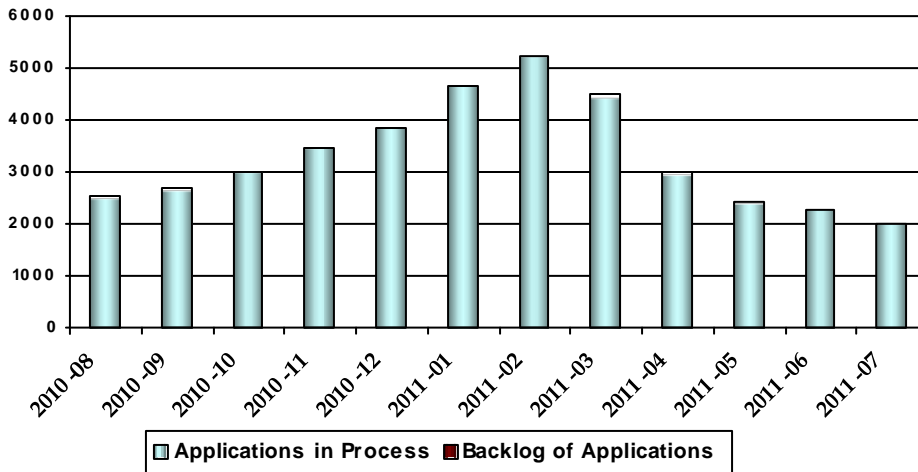
Merchant Mariner Credential Application Inventory

Applications in Process ▪ Backlog of Applications

Current Inventory = 1998

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

Credentials Received ▪ Credentials Finished ▪ Throughput
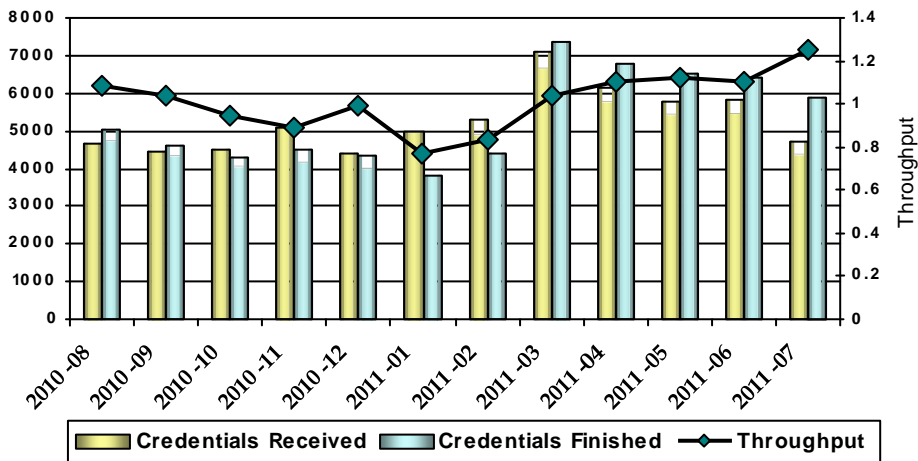
Current Throughput = 1.25

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

Overall Processing Time (GPT) ▪ Net Processing Time (NPT)
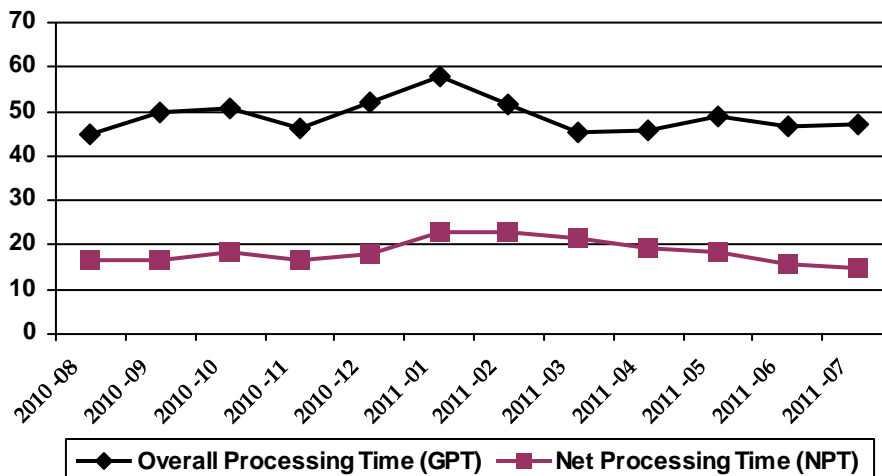
Current NPT = 14.93

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.
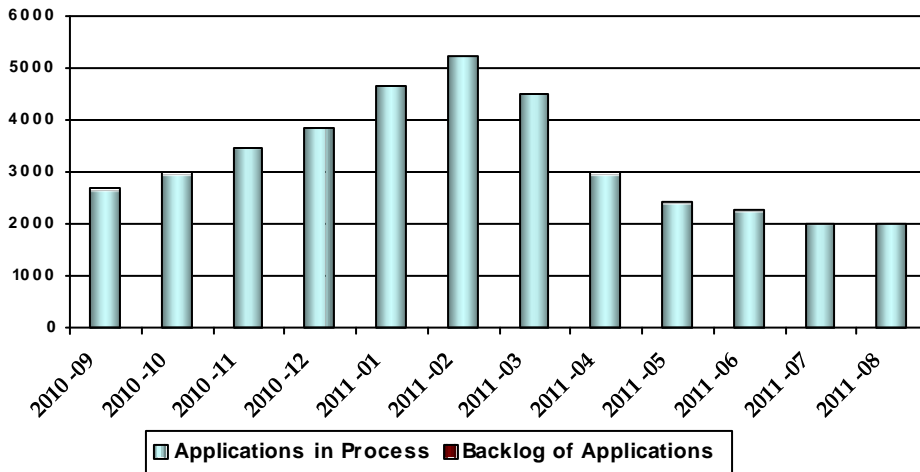
Merchant Mariner Credential Application Inventory

Legend: ▫ Applications in Process   ▪ Backlog of Applications

Current Inventory = 2019

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

Legend: ▫ Credentials Received   ▫ Credentials Finished   ◆ Throughput
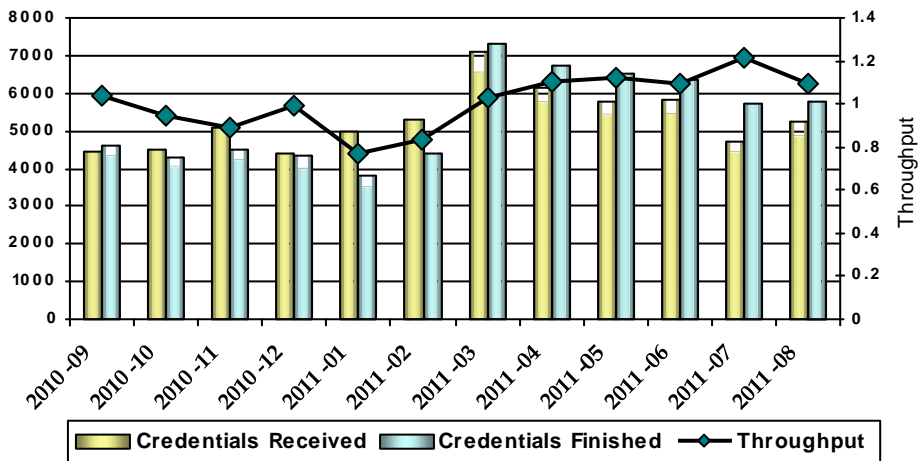
Current Throughput = 1.10

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

Legend: ◆ Overall Processing Time (GPT)   ▪ Net Processing Time (NPT)
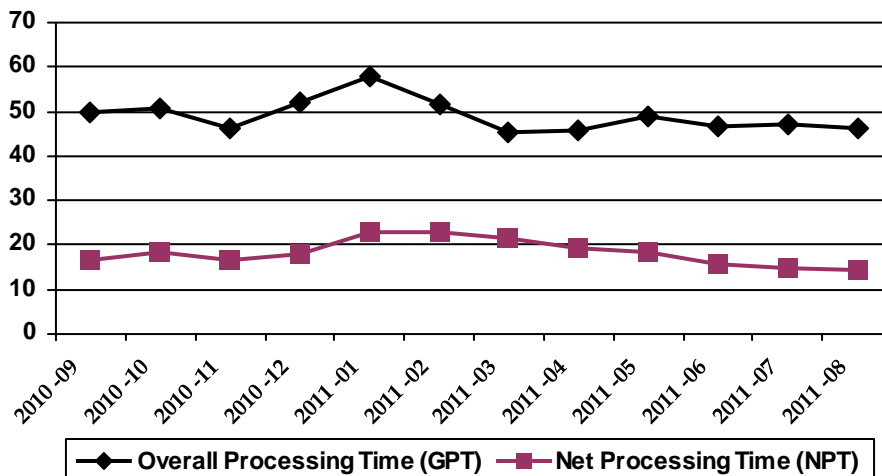
Current NPT = 14.14

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.
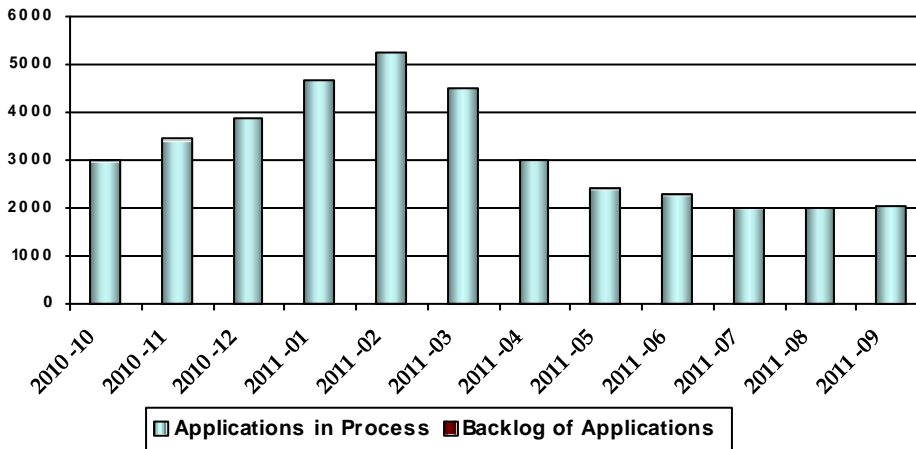
Merchant Mariner Credential Application Inventory

Legend: ☐ Applications in Process   ■ Backlog of Applications

Current Inventory = 2024

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

Legend: ▨ Credentials Received   ☐ Credentials Finished   ◆ Throughput
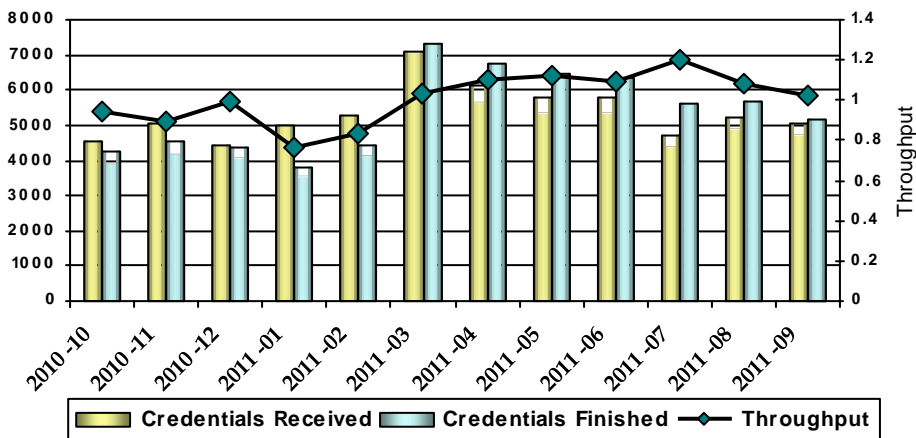
Current Throughput = 1.03

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

Legend: ◆ Overall Processing Time (GPT)   ■ Net Processing Time (NPT)

Current NPT = 13.36

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.

** 93% of Credentials Produced Below Current NPT Goal. **

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

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

Month of Performance [2011-10]

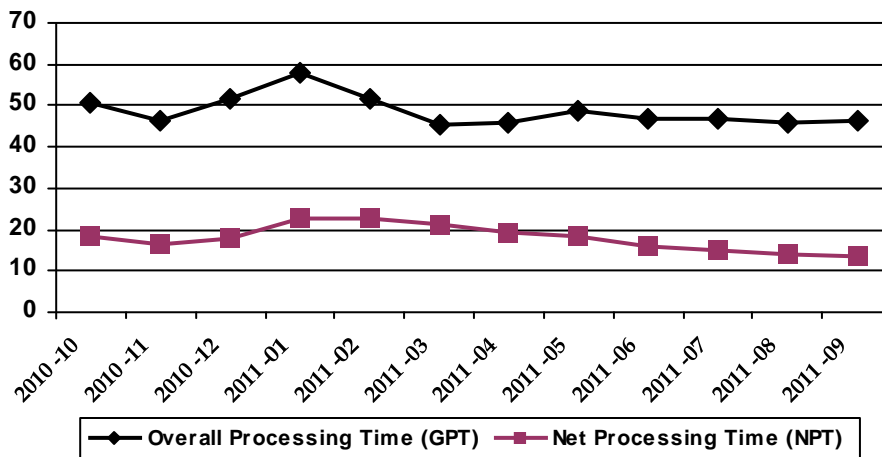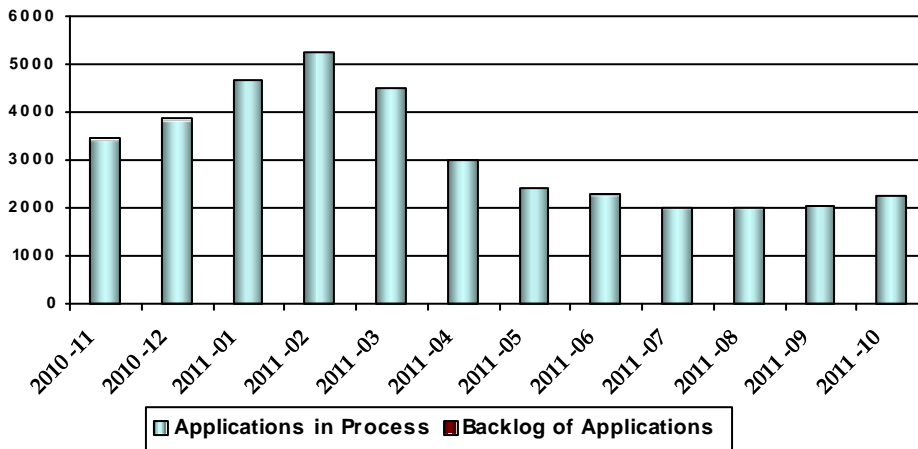### Merchant Mariner Credential Application Inventory

Legend: Applications in Process ▫ Backlog of Applications ◼

Current Inventory = 2270

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

Legend: Credentials Received ▫ Credentials Finished ▫ Throughput ◆
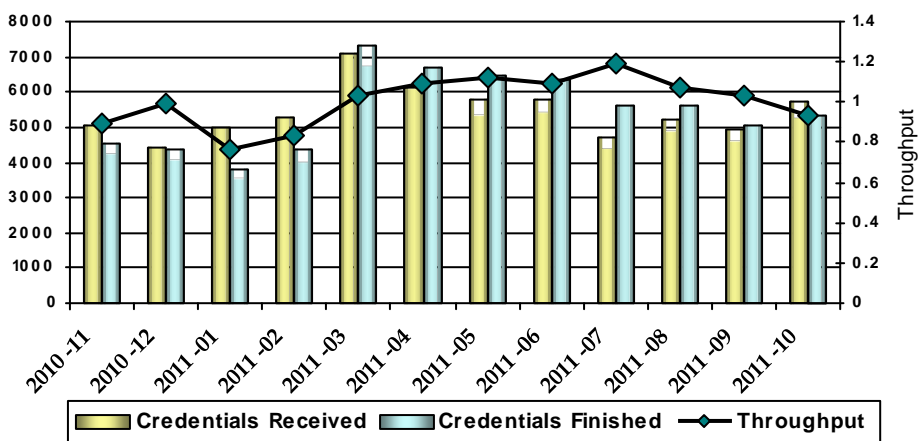
Current Throughput = 0.93

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

Legend: Overall Processing Time (GPT) ◆ Net Processing Time (NPT) ■
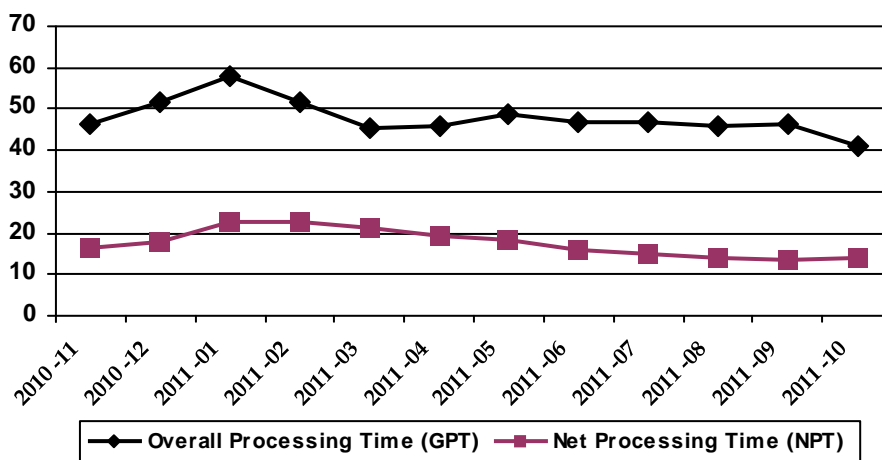
Current NPT = 13.97

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.

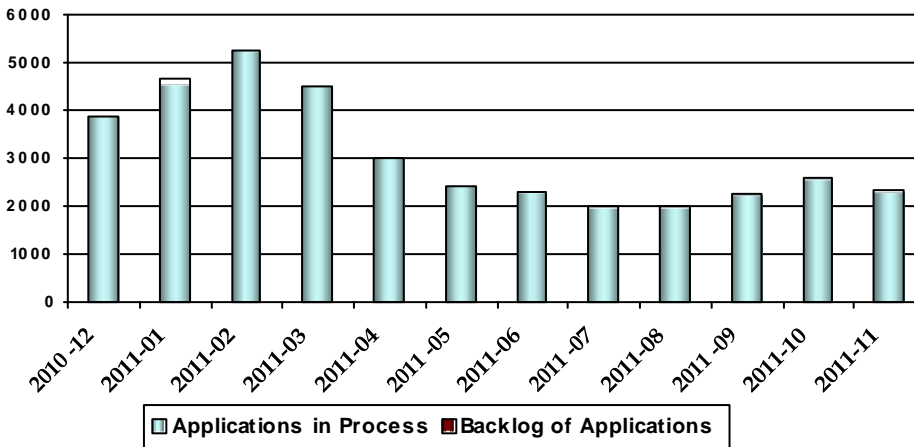## ** 94% of Mariners received their Credentials in less than 30 days. **

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

Month of Performance [2011-11]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process ■ Backlog of Applications

Current Inventory = 2339

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

Legend: Credentials Received ■ Credentials Finished ◆ Throughput
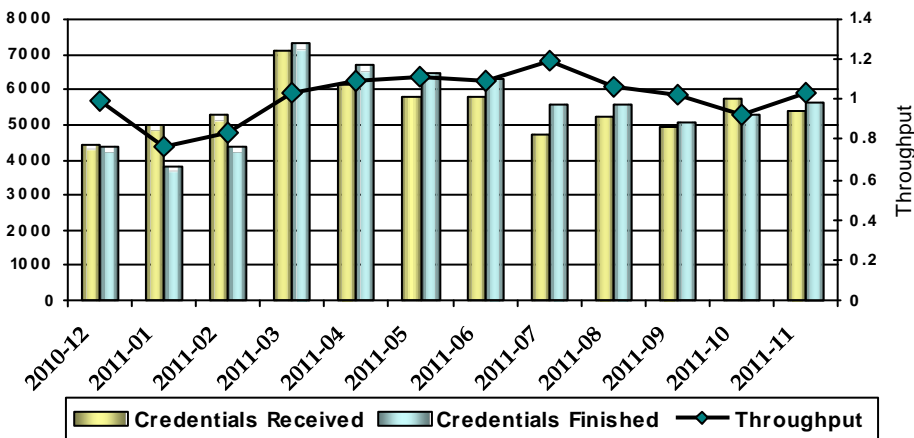
Current Throughput = 1.04

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

Legend: ◆ Overall Processing Time (GPT) ■ Net Processing Time (NPT)
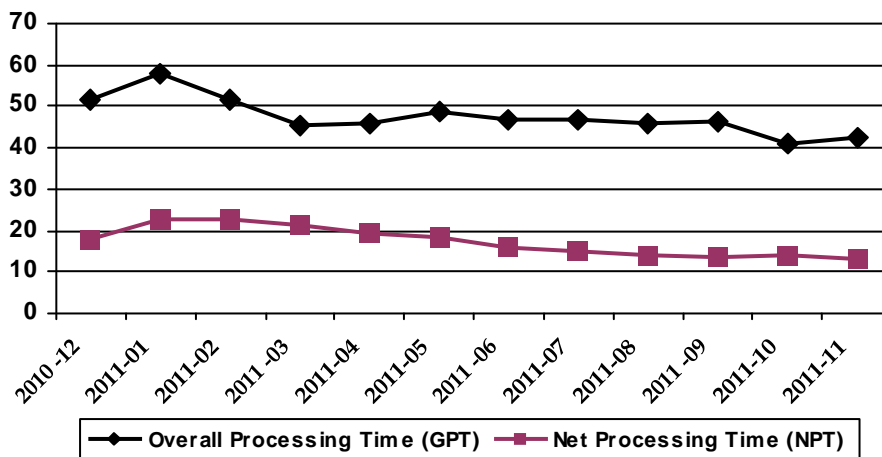
Current NPT = 12.87

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.

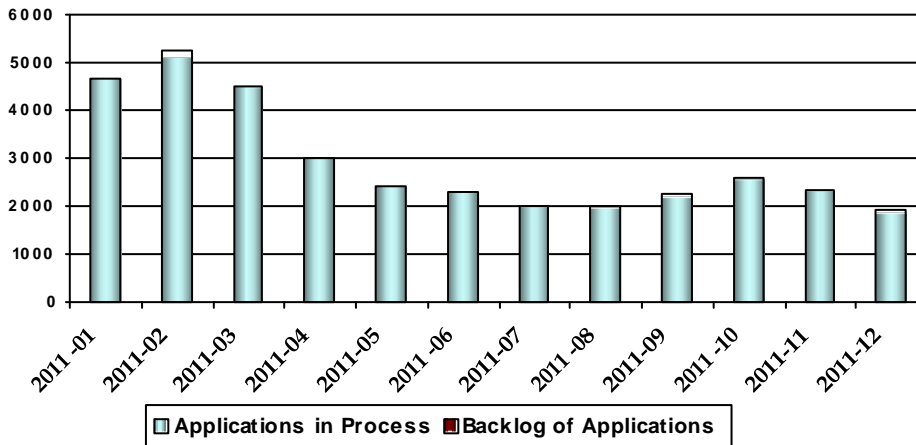## ** 96% of credentials produced within 30 days NPT. **

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

Merchant Mariner Credential Application Inventory

Legend: Applications in Process, Backlog of Applications

Current Inventory = 1924

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.
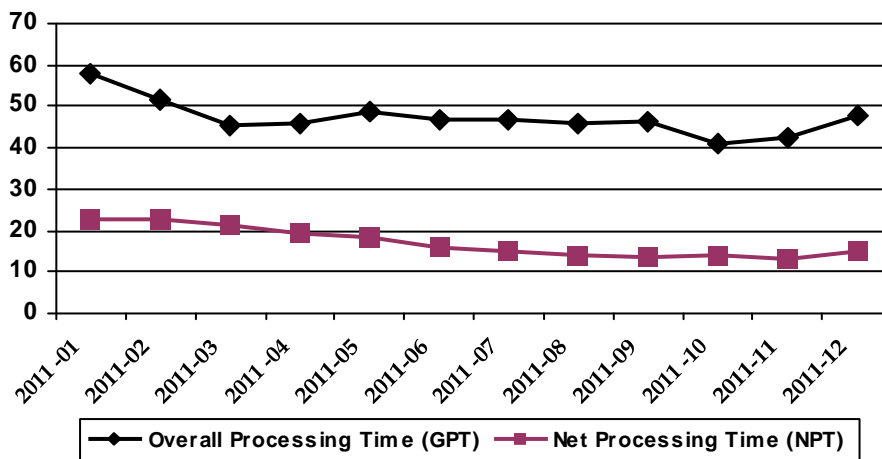
Merchant Mariner Credential Application Throughput

Legend: Credentials Received, Credentials Finished, Throughput

Current Throughput = 1.15

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

Legend: Overall Processing Time (GPT), Net Processing Time (NPT)

Current NPT = 14.88

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.

** 94% of credentials produced within 30 days NPT. **