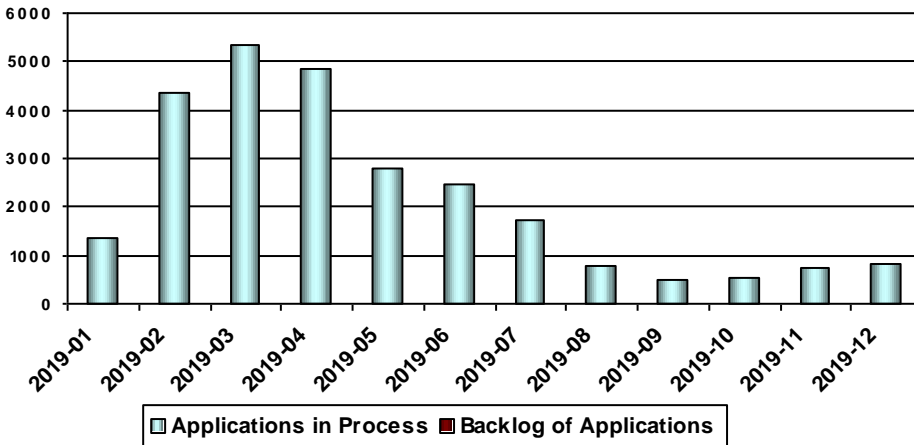# National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates

Month of Performance [2019-12]
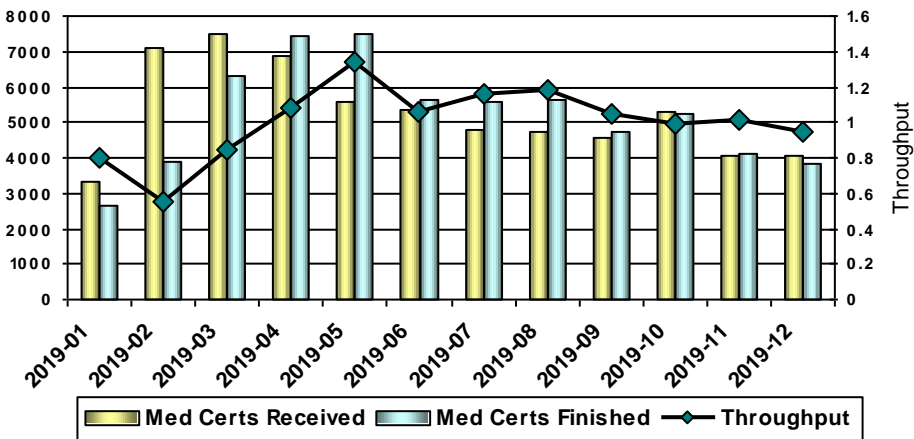
Medical Certificate Application Inventory

Legend: Applications in Process ▪ Backlog of Applications

Current Inventory = 811

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
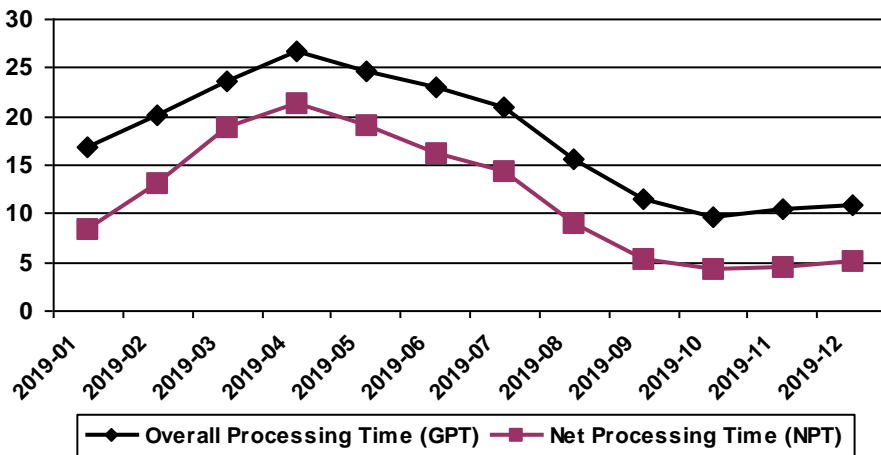
Medical Certificate Application Throughput

Legend: Med Certs Received ▪ Med Certs Finished ◆ Throughput

Current Throughput = 0.95

Medical Certificate 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 The total number of certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 5.16

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

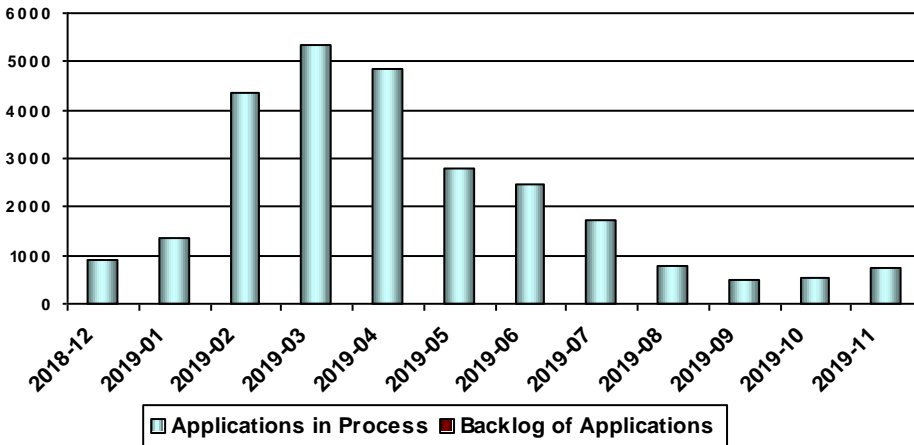## ** 99% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
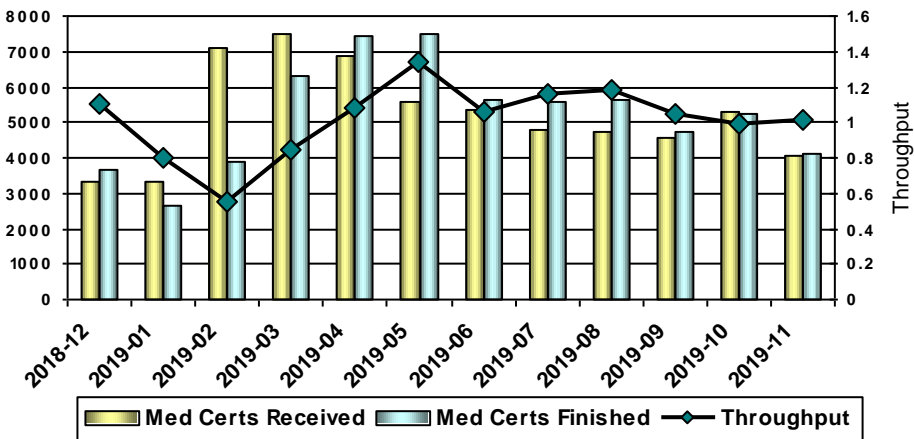
Month of Performance [2019-11]

Medical Certificate Application Inventory

Legend: Applications in Process, Backlog of Applications

Current Inventory = 730

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
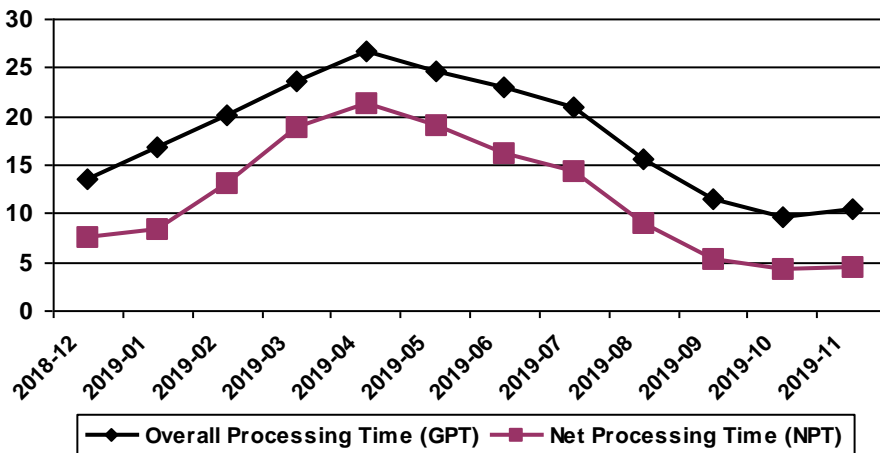
Medical Certificate Application Throughput

Legend: Med Certs Received, Med Certs Finished, Throughput

Current Throughput = 1.02

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 4.52

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

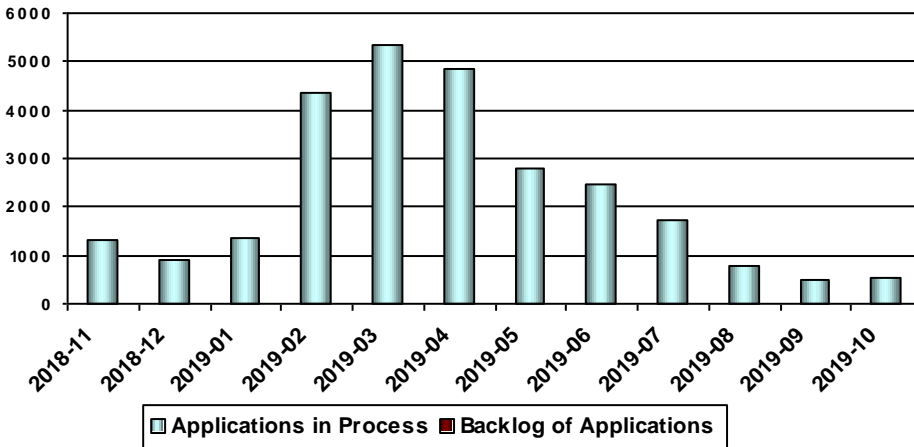## ** 99% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
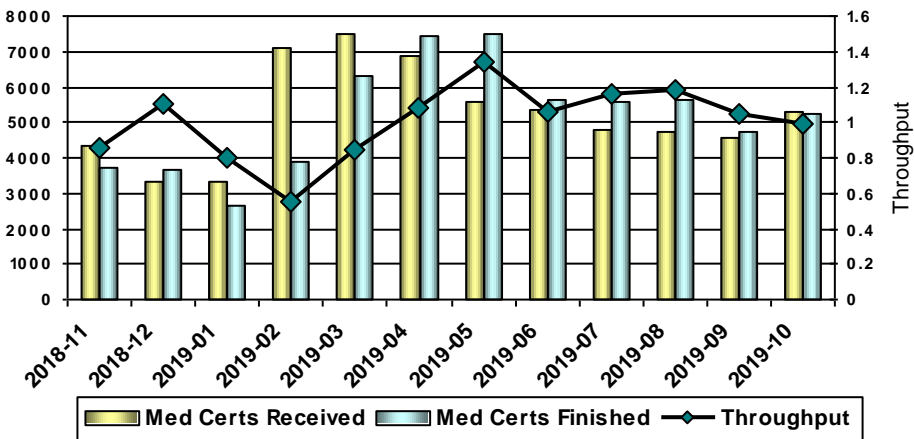
Month of Performance [2019-10]

Medical Certificate Application Inventory

Legend: Applications in Process, Backlog of Applications

Current Inventory = 534

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
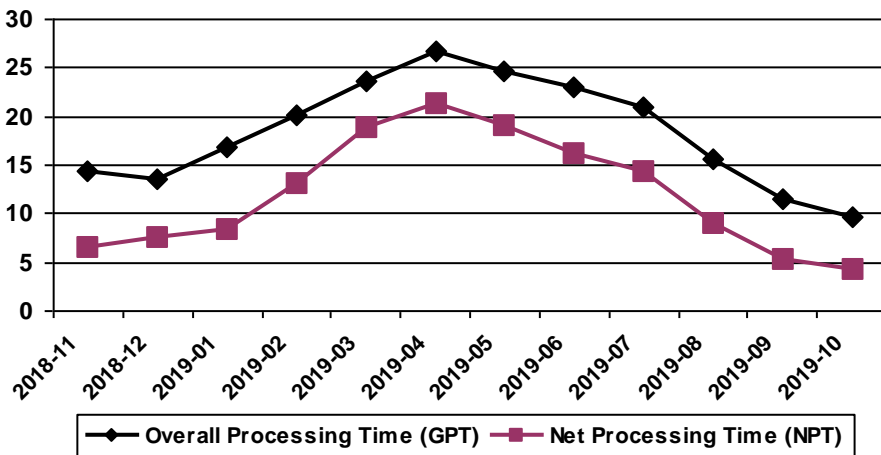
Medical Certificate Application Throughput

Legend: Med Certs Received, Med Certs Finished, Throughput

Current Throughput = 0.99

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 4.25

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

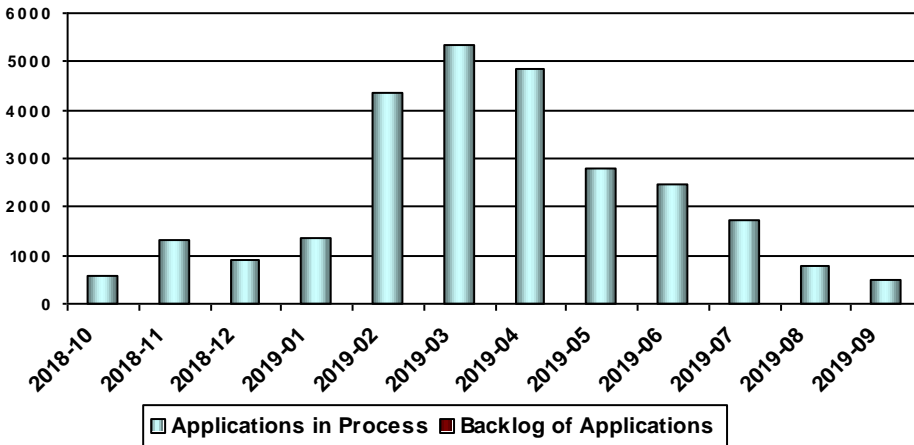## ** 99% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
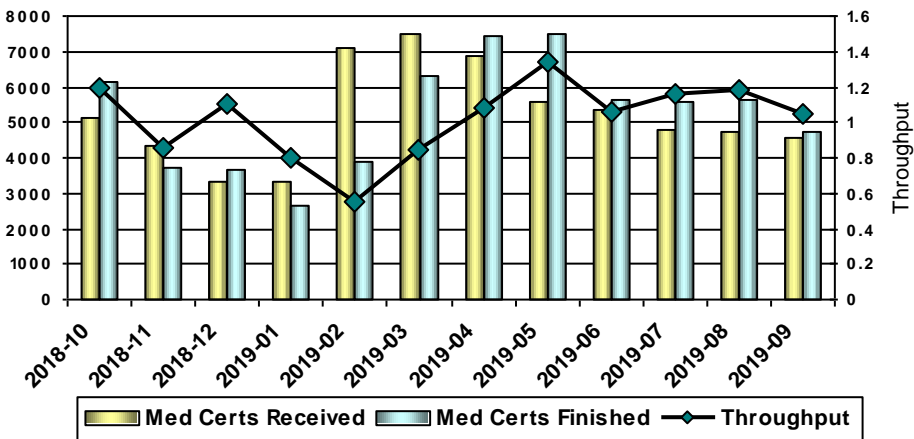
Month of Performance [2019-09]

Medical Certificate Application Inventory

Legend: Applications in Process, Backlog of Applications

Current Inventory = 485

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
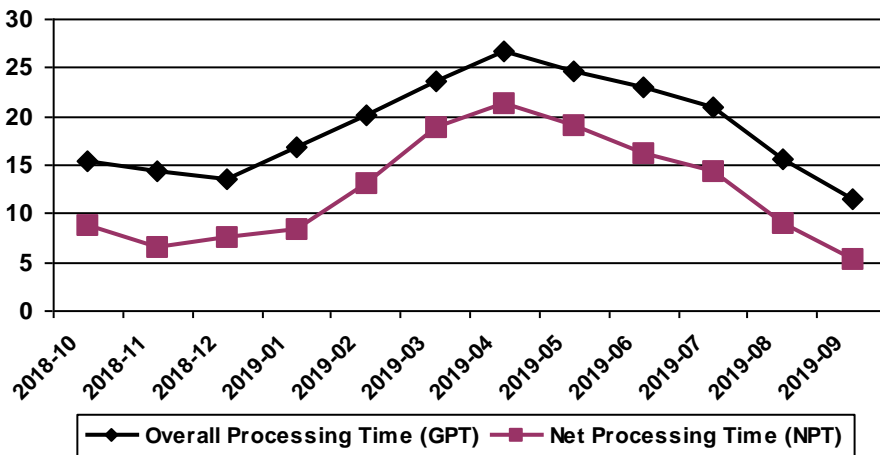
Medical Certificate Application Throughput

Legend: Med Certs Received, Med Certs Finished, Throughput

Current Throughput = 1.05

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 5.43

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

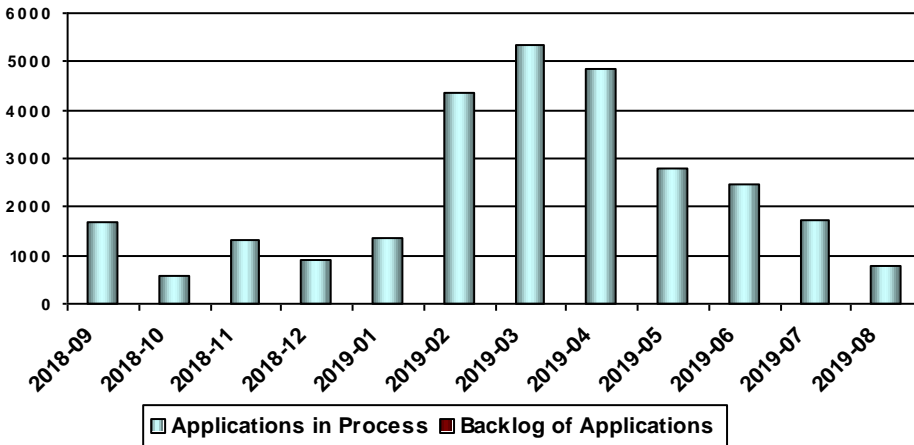## ** 99% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
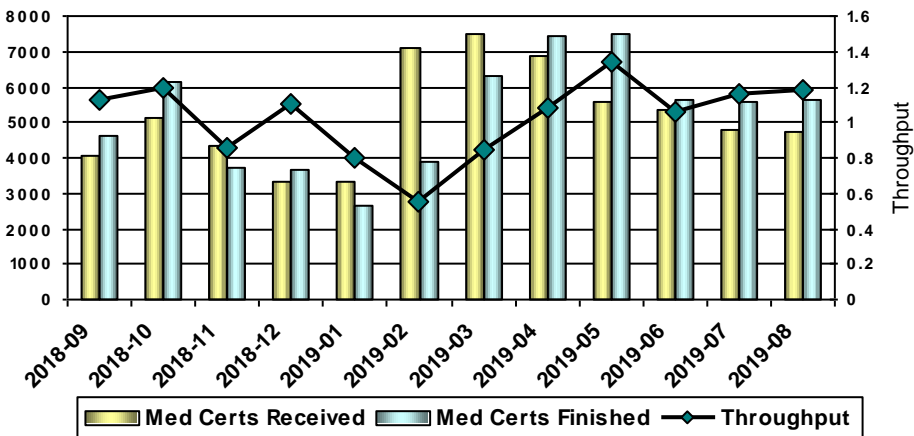
Month of Performance [2019-08]

Medical Certificate Application Inventory

Legend: Applications in Process ■ Backlog of Applications

Current Inventory = 782

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
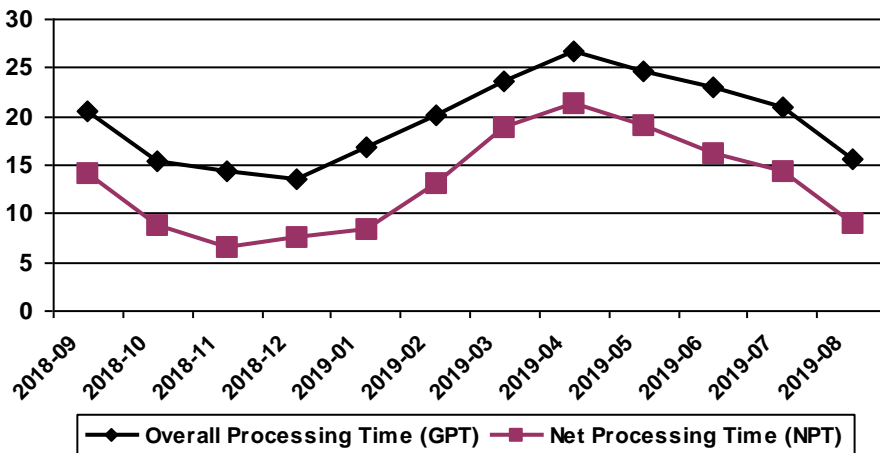
Medical Certificate Application Throughput

Legend: Med Certs Received ■ Med Certs Finished ◆ Throughput

Current Throughput = 1.19

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 9.01

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

** 96% of certificates are produced within 20 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
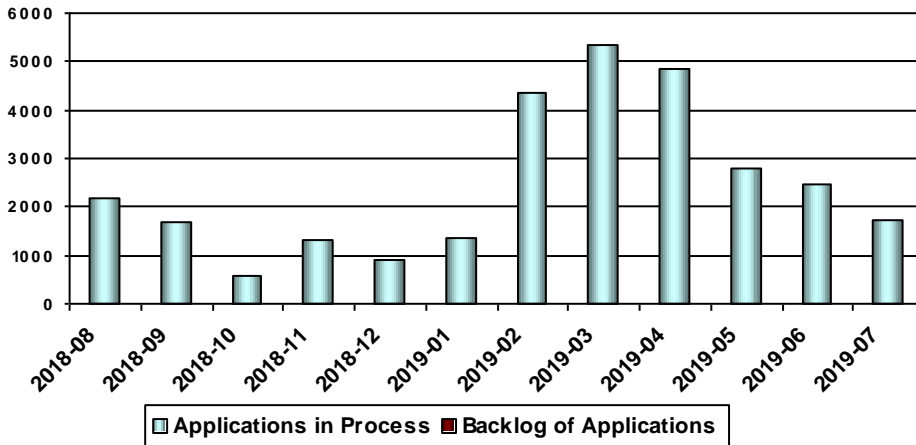
National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
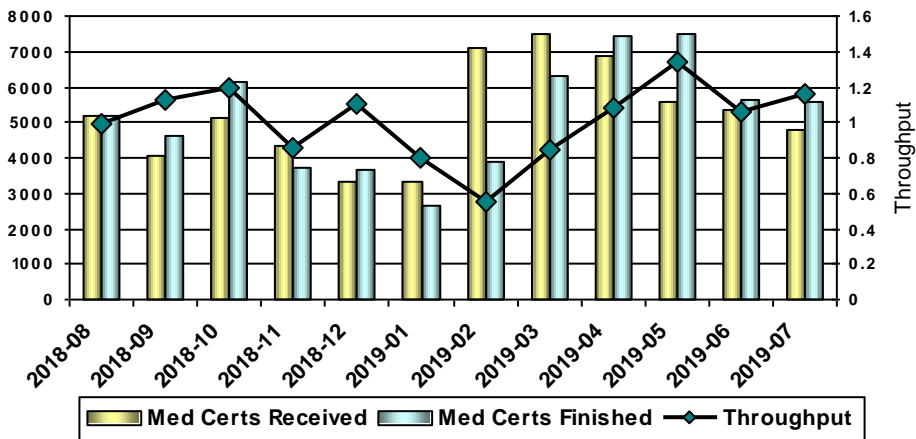
Month of Performance [2019-07]

Medical Certificate Application Inventory

Legend: Applications in Process | Backlog of Applications

Current Inventory = 1745

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
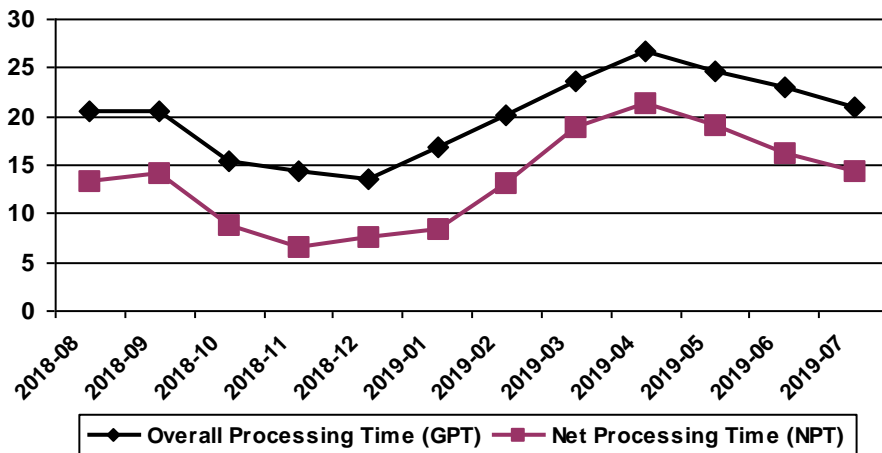
Medical Certificate Application Throughput

Legend: Med Certs Received | Med Certs Finished | Throughput

Current Throughput = 1.16

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 14.47

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

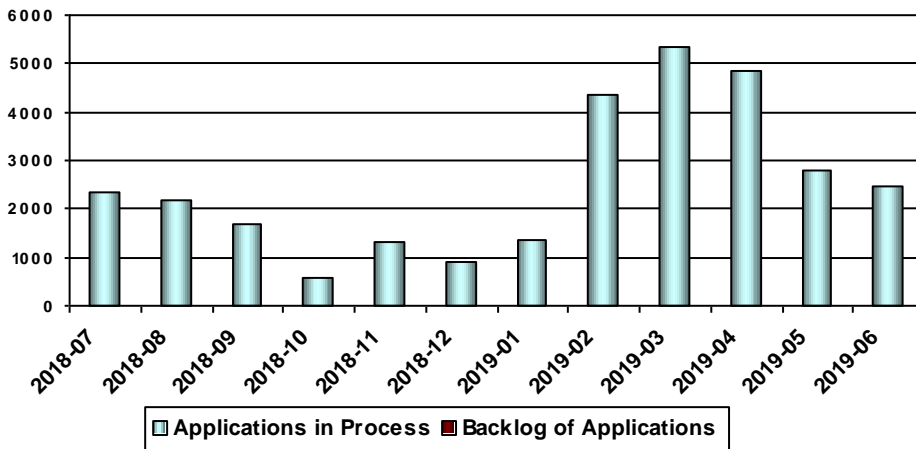## ** 83% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
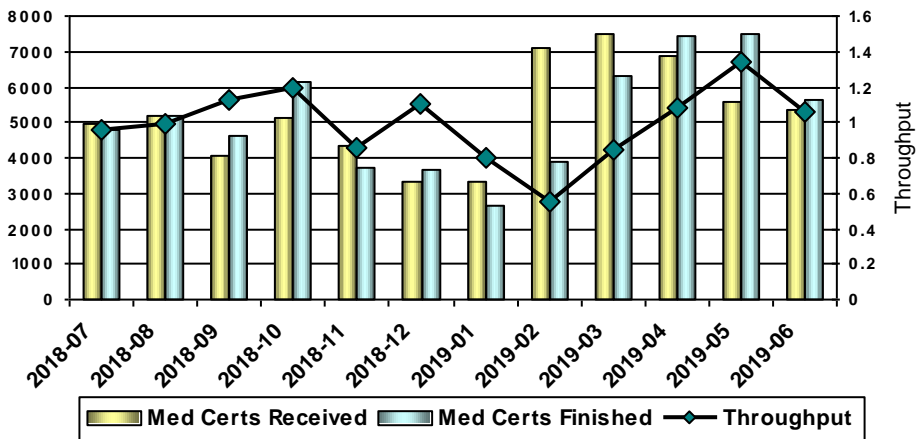
Month of Performance [2019-06]

Medical Certificate Application Inventory

Legend: Applications in Process ▪ Backlog of Applications

Current Inventory = 2466

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
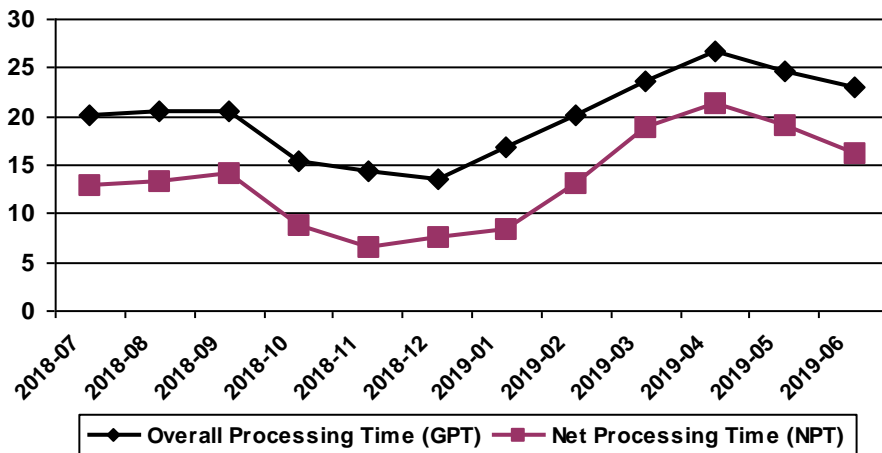
Medical Certificate Application Throughput

Legend: Med Certs Received ▪ Med Certs Finished ▪ Throughput

Current Throughput = 1.06

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 16.25

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

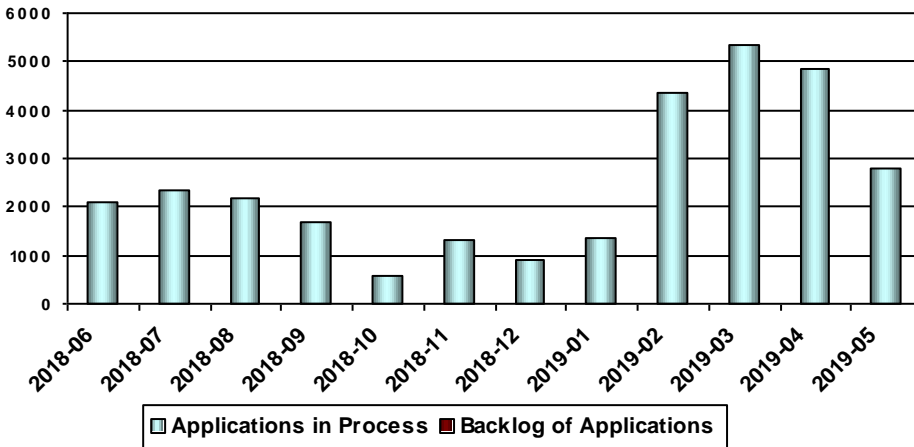## ** 68% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
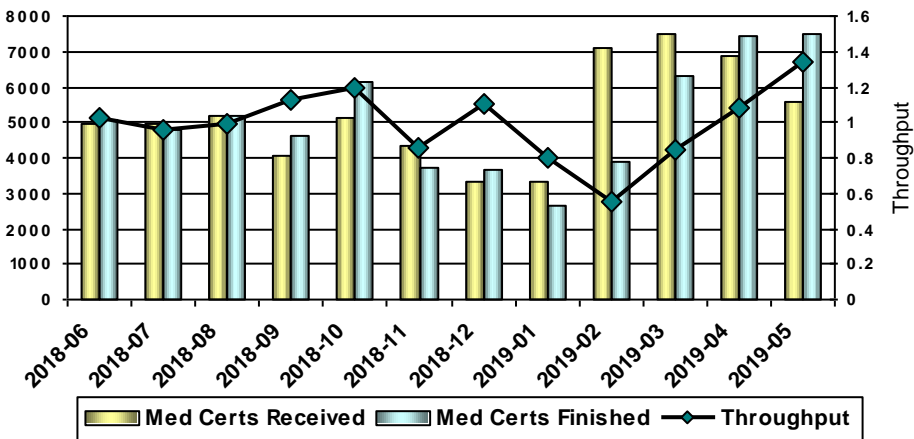
Month of Performance [2019-05]

Medical Certificate Application Inventory

Legend: Applications in Process ▪ Backlog of Applications

Current Inventory = 2779

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
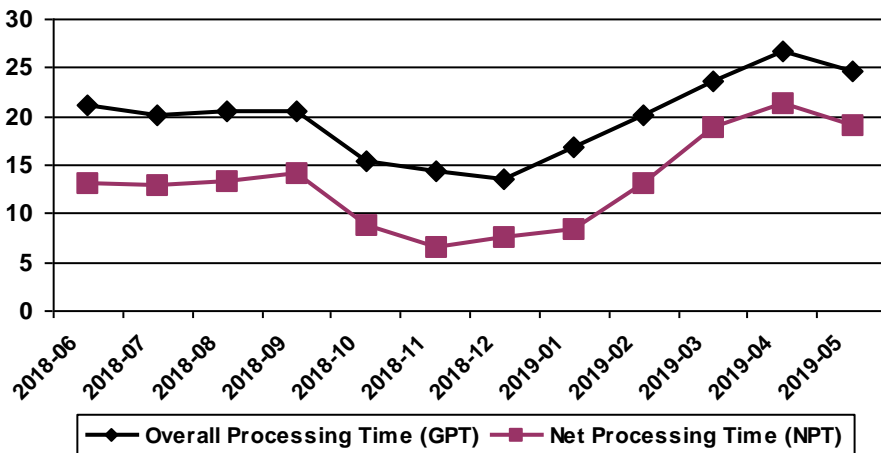
Medical Certificate Application Throughput

Legend: Med Certs Received ▪ Med Certs Finished ◆ Throughput

Current Throughput = 1.34

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 19.05

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

** 50% of certificates are produced within 20 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
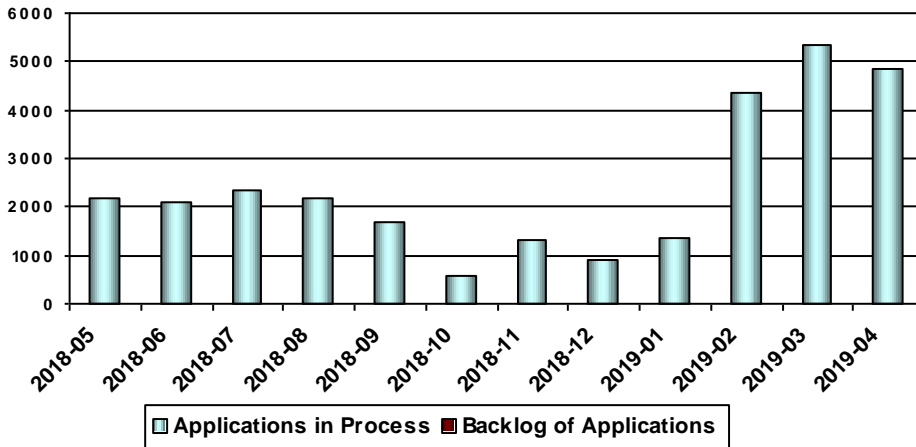
National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
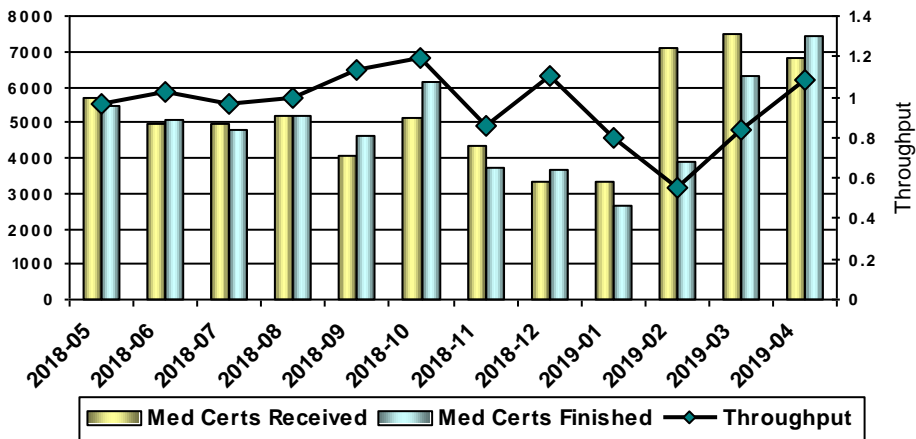
Month of Performance [2019-04]

Medical Certificate Application Inventory

Legend: Applications in Process, Backlog of Applications

Current Inventory = 4851

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
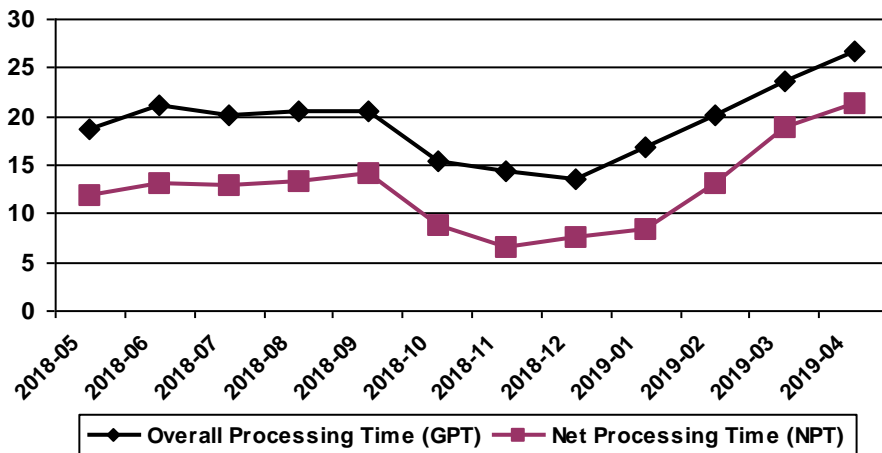
Medical Certificate Application Throughput

Legend: Med Certs Received, Med Certs Finished, Throughput

Current Throughput = 1.08

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 21.31

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

** 48% of certificates are produced within 20 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
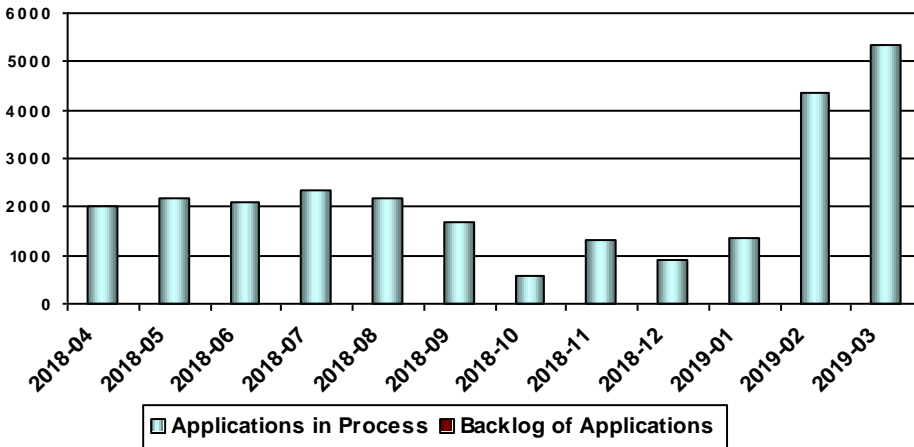
National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
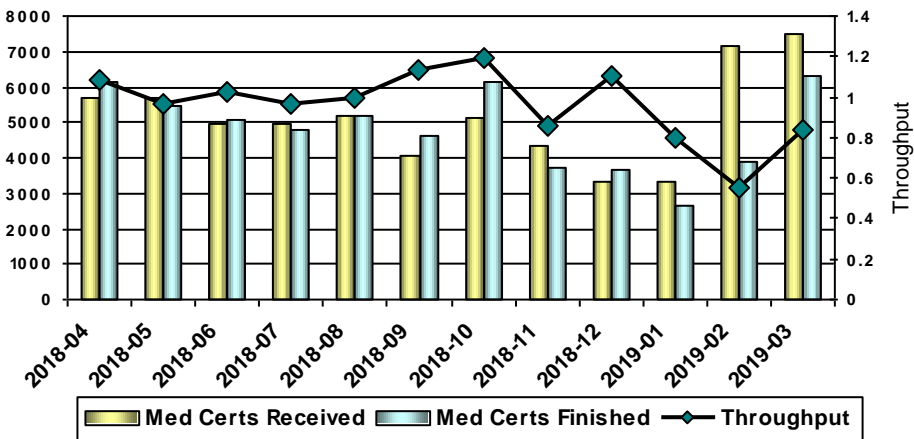
Month of Performance [2019-03]

Medical Certificate Application Inventory

Applications in Process ☐   Backlog of Applications ■

Current Inventory = 5340

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
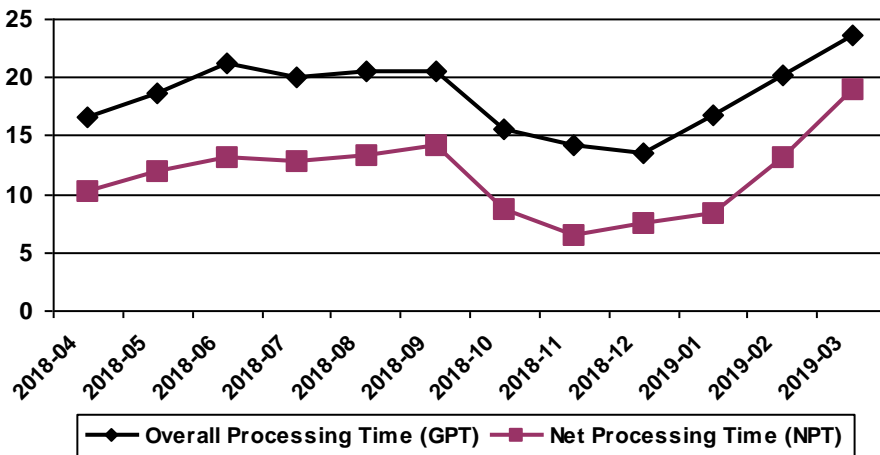
Medical Certificate Application Throughput

Med Certs Received ☐   Med Certs Finished ☐   Throughput ◆

Current Throughput = 0.84

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 18.94

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

** 55% of certificates are produced within 20 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
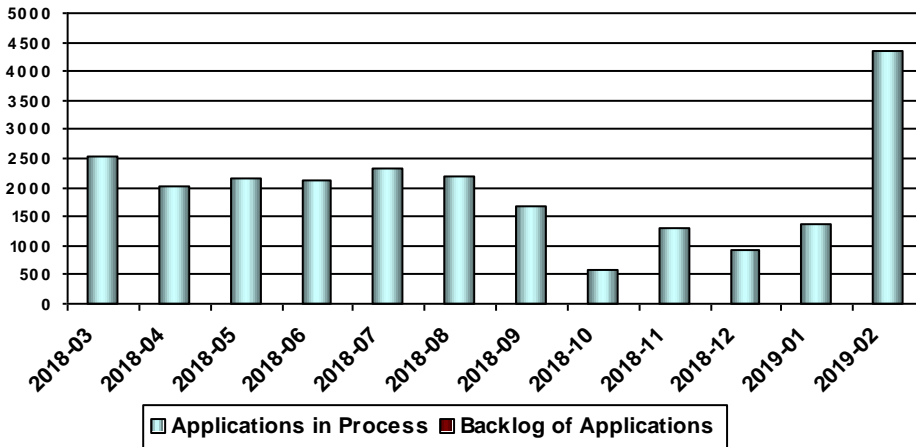
National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
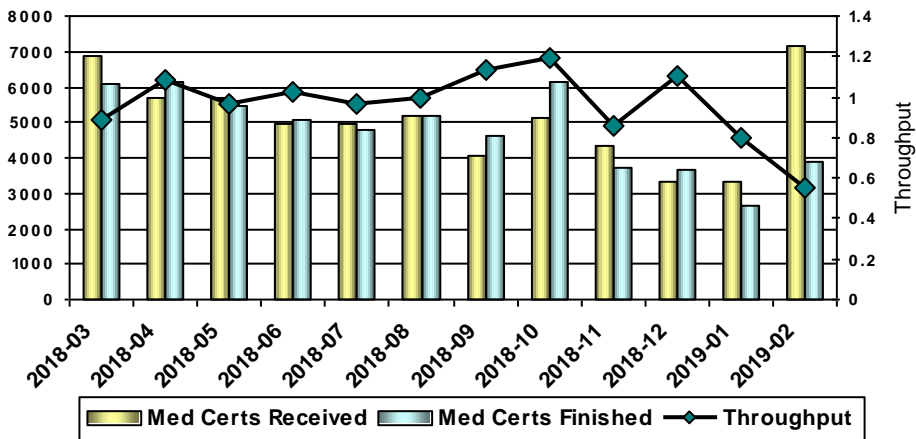
Month of Performance [2019-02]

Medical Certificate Application Inventory

Legend: ☐ Applications in Process   ■ Backlog of Applications

Current Inventory = 4337

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
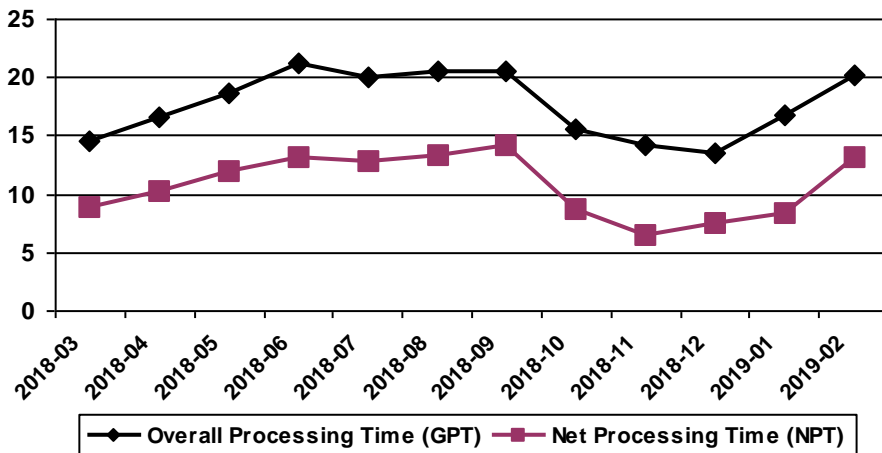
Medical Certificate Application Throughput

Legend: ☐ Med Certs Received   ☐ Med Certs Finished   ◆ Throughput

Current Throughput = 0.55

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 13.18

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

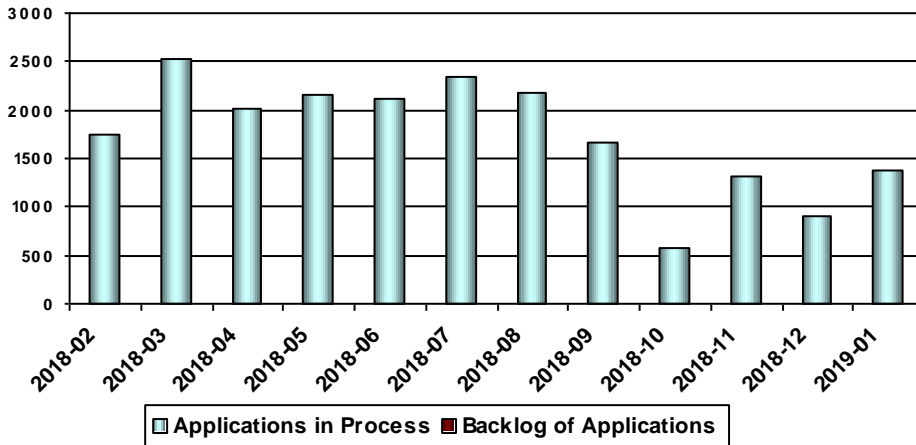## ** 84% of certificates are produced within 20 days NPT. **

National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates
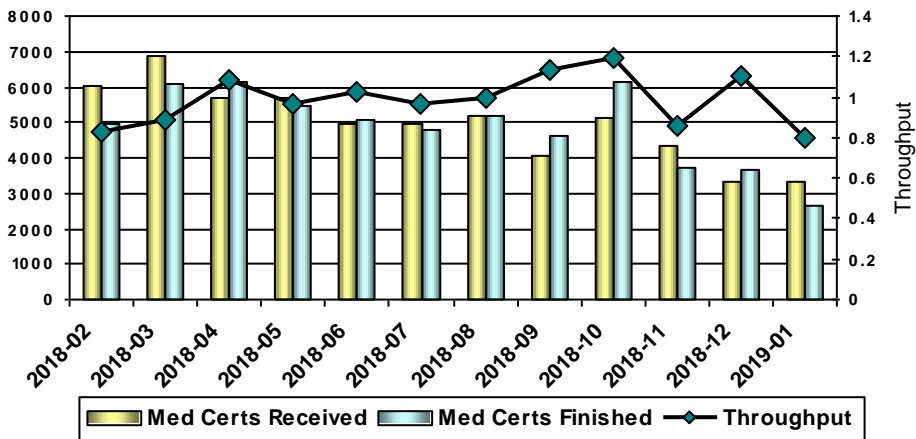
Month of Performance [2019-01]

Medical Certificate Application Inventory

Legend: Applications in Process | Backlog of Applications

Current Inventory = 1372

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
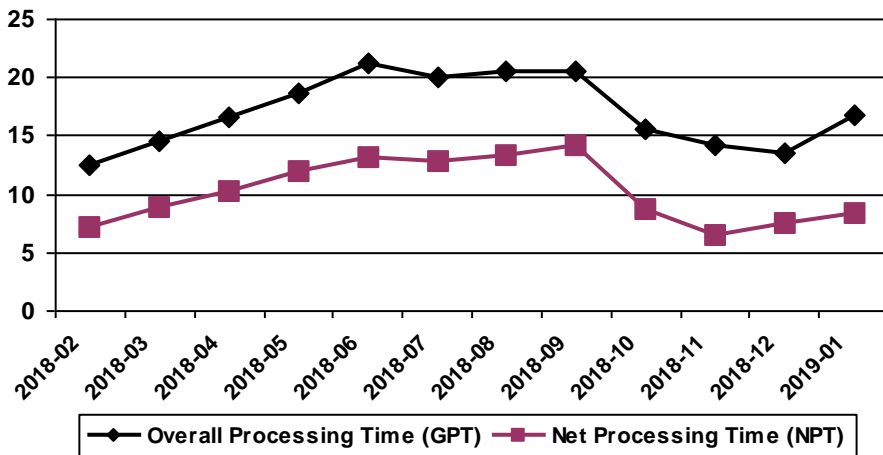
Medical Certificate Application Throughput

Legend: Med Certs Received | Med Certs Finished | Throughput

Current Throughput = 0.79

Medical Certificate 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 certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time

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

Current NPT = 8.33

Medical Certificate 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 the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

** 91% of certificates are produced within 20 days NPT. **