Progress: Serving the Mission

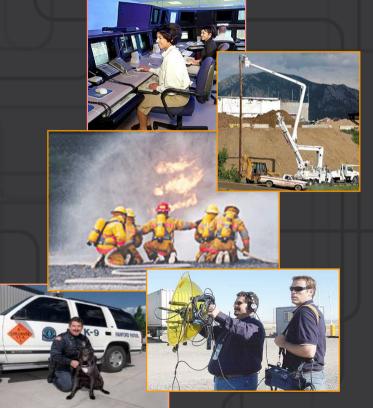
March 2011 Frank Armijo, MSA President and General Manager





Mission Support Alliance scope

- Primary infrastructure functions
 - Emergency Services & Training
 - Site Infrastructure & Utilities
 - Logistics & Transportation
 - Information Management
 - Environmental Integration Services
- Portfolio/integrated management
 - Integrated Lifecycle Planning
 - Site-wide Safety Standards
 - Site-wide Beryllium Support





Recovery Act challenges

- No direct funding provided to MSA
- Adapt to increased service demands while reducing operating costs
 - 25% increase in service requests
 - 1st year new contract structure (O&M to performance-based services)
 - Cost savings challenge
- Ensure trained and certified workforce
 - Supporting thousands of new hires
- Maintain continuity of services
 - Competing contractor demands (potable and raw water, fleet and facility management, network access/utilization, warehouse throughput, etc.)



- Implemented commercial Service Delivery Model
 - New Mission Service Desk
 - Service level agreements and performance metrics
 - "You can't improve what you don't measure"
- Conducted Lean Six Sigma events to identify opportunities to improve services
 - Crane and Rigging
 - Fleet Services
- Identified over \$21M in cost savings



- Expanded HAMMER training by 49%
- Improved Waste Sampling and Characterization Facility throughput
 - 70,000 lab samples processed
- Initiated consolidation of IT infrastructure
 - Expanded wireless by 400%
 - Accelerated access to network systems in remote locations within days versus months





- Developed 14 site-wide safety standards
- Achieved ISMS approval in partnership with HAMTC and HGU
- Implemented new strategies for Protective Forces
 - Constructed a new Interim Storage Area that allowed CHPRC to expedite PFP D&D







- Achieved verification of Environmental Management System conformance within 4 months
- Achieved Energy Efficiency Commitments
 - Reduced MSA CO2 emissions by 36% by using alternative fuel and adding hybrids to fleet
- Deployed the Portfolio Analysis Center of Excellence
 - First of its kind visualization and "what if" analysis for DOE
 - IMC Award recipient





Looking forward

- Support DOE's 2015 Vision for Hanford
- Reduce and modernize infrastructure to support future operations
- Implement 'green' technologies and practices minimizing environmental impacts and enhance sustainability
- Collaborate with DOE and cleanup contractors to support Hanford's long-term mission transformation

Questions & Answers

