

# Progress: Serving the Mission

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# 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
  - 1<sup>st</sup> 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.)



# Recovery Act results

- 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



# Recovery Act results

- 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



# Recovery Act results

- 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





# Recovery Act results

- 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

