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
  - 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.)
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