U.S.NRC
United States Nuclear Regulatory Commission
Protecting People and the Environment

RIC 2011

Office of the Executive Director for Operations

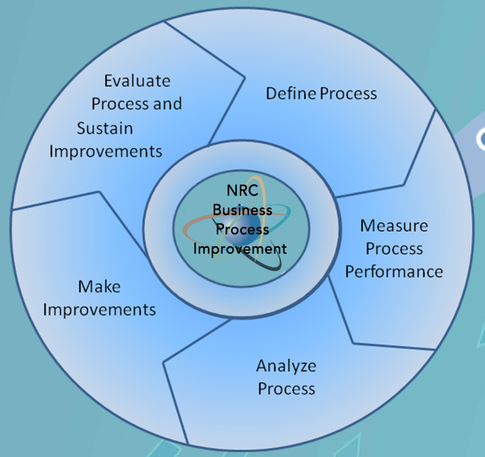
Business Process Improvement

What we do —
Guide projects to improve business processes

How we help —
Support NRC initiatives to improve efficiency and performance, improve reliability, and enhance the work environment

How we do it —
Apply best business process improvement practices to achieve the greatest benefits and create a higher performing organization

Return on investment —
Streamlined processes, improved quality, increased job satisfaction, improved communication and synergy across the agency, and overall organizational and individual success, accomplished by focusing resources to achieve the NRC mission



Selected Agency Business Process Improvement Successes

- Saved over 35,000 staff hours on three projects involving licensing, contracts, and hiring
- Developed detailed plans to reduce average time to complete two types of rulemaking by 50 percent
- Reduced average time of internal contracting actions by 60 percent for one office
- Achieved the agency goal of 98 percent on-time invoice payments