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Mission Support Alliance: *Partnering to Move the Mission Forward*

Hanford cleanup is progressing. At Mission Support Alliance (MSA), we partner with DOE and all Hanford contractors to move the mission forward—finding and implementing new, cost saving and safe solutions to cleanup challenges. As we work toward the successful startup of the world’s largest radioactive waste vitrification plant, MSA continues to support the ever-changing landscape of the Hanford Site.

In 2015 and beyond, we will continue to provide quality infrastructure and site-wide services—always with a focus on implementing new technologies that reduce costs, reduce energy consumption, and safely and effectively satisfy the needs of the cleanup contractors.

MSA has laid the groundwork to support the future of Hanford. Our team has significantly supported cleanup milestones and taken steps to “right-size” the infrastructure, ensuring that cleanup workers have the tools, training and facilities to get the job done.

MSA has led consolidation efforts, providing site-wide services while delivering high customer satisfaction, resulting in enormous savings at Hanford. In 2011, MSA saved almost \$36 million for the site, totaling approximately \$57 million in the first two years of our contract.

We introduced Lean Six Sigma practices at Hanford, working with DOE and other contractors identifying areas of improvement, increasing productivity, improving business practices and ensuring service reliability and flexibility across the site. This effort is providing cost savings and rate reductions for contractors allowing more dollars to go toward cleanup.

MSA’s successful deployment of Voice over Internet Protocol (VoIP) phone technology resulted in \$8 million in cost avoidance for DOE and eliminated over 10,000 outdated phone lines. This also reduced the need for dedicated telephone facilities from seven to zero and saves over \$1.5 million in operation costs each year.

And that is just part of the story.

MSA will continue to support Hanford’s culture of safe and secure operations, its use of clean energy and environmental compliance, and its leadership and management excellence. This past year, we achieved DOE VPP Star Status and ISO 14001 Certification, illustrating our commitment to safety through communications, leadership and effective training of Hanford workers.

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We are helping determine where and when to implement clean energy technologies into the Hanford infrastructure. MSA is improving the site-wide fleet of vehicles, incorporating alternative fuel trucks to reduce emissions and installing charging stations to facilitate the use of energy-efficient electric cars.

We lead site-wide integration efforts, fostering open communication, and capturing and assimilating contractor needs, allowing us to predict and deliver services effectively and efficiently. With the recent completion of DOE's Hanford Lifecycle Report for fiscal years 2011-2090, we will realize improved site-wide long-term decision-making.

MSA will continue anticipating and responding to customer needs, presenting positive solutions to help prevent problems before they happen.

As major portions of cleanup are completed, MSA, in partnership with DOE, cleanup contractors and the community, is taking a leadership role in preparing reclaimed and released Hanford lands for economic development and environmental preservations. We serve DOE, and will continue playing a critical role in preparing Hanford for the future.

As a partner with DOE, we communicate to our community—both local and in Washington D.C.— about the complexity of the Hanford Site and the need for sustained funding. MSA produced “The Hanford Story,” an Emmy-winning short film that highlights the Hanford that was and the Hanford that is.

MSA is the foundation that supports and enables Hanford's cleanup efforts. As we look forward, we'll work towards an end state that demonstrates a mutual vision among stakeholders, regulators, Tribes and DOE. We envision strategic progress in TPA milestones and cleanup projects, and by working collaboratively with DOE, we'll continue our support for preserving the Hanford legacy, reducing the site footprint, and enabling cleanup for Hanford's promising post-cleanup future.

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