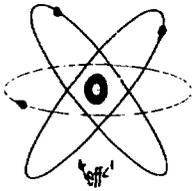


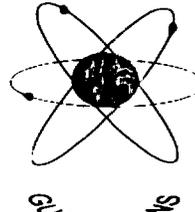
Assistant Manager for National Security



STD



DPD



EMD



NES

CUSTOMER SERVICE PLAN

Our Vision:

"Providing vital support to National Security"

By the year 2000, the Nevada Test Site complex will be the "Location of Choice" for fielding a wide range of national security mission assignments integral with its prime missions of stockpile stewardship, emergency response, and nuclear weapons test readiness, and complemented by diverse commercial activities.

Our Mission:

To support the mission of the DOE Nevada Operations Office (DOE/NV) by providing the programmatic direction and technical project management necessary to:

- *Achieve the highest possible state of nuclear test readiness*
- *Support field experiments gathering stockpile reliability data*
- *Operate the Hazardous Material (HAZMAT) Spill Center*
- *Manage key elements of national nuclear emergency response*
- *Safely and Professionally host Department of Defense (DoD) & Defense Special Weapons Agency (DSWA) special projects*

Our Commitments:

We pledge to our external customers to:

Go that extra mile to show that we appreciate your business and desire a long-term association. Continually endeavoring, through courteous, friendly, and professional service, to focus on your expectations, desiring always to exceed them. We desire that all your needs will be met expeditiously, safely, and satisfactorily. We intend that you should always "catch us at our best."

We pledge to our coworkers that we will:

- *Maintain the technical skills and resources necessary for a viable test readiness posture*
- *Be a partner in strengthening current business interests and pursuing new ones*
- *Continually set new professional and technical standards of achievement in our programmatic endeavors*
- *Be professional and courteous in all our dealings, respecting your professional opinions*
- *Provide the professional, technical, and programmatic information and support that you need to do the best job you can do*
- *Recognize and value our coworker-to-coworker relationships by working to nurture and enhance them*
- *Recognize and value the support and services received from our federal, contractor, and associated agency coworkers, and their contribution to our overall mission and external customers*

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The Assistant Manager for National Security (AMNS) programmatic objectives and customer expectations for FY 1997 and beyond:

STOCKPILE STEWARDSHIP DIVISION (STD)

Our Goals and Objectives:

- Convincingly demonstrate readiness to conduct a nuclear test:
 - Complete implementation of a system-engineered approach to test readiness by the end of FY 1999
 - Conduct a pilot demonstration of system compatibility by June 1997
- Achieve Device Assembly Facility (DAF) operational readiness by mid FY 1997:
 - Complete the Nuclear Explosive Safety (NES) study by December 1996
 - Complete the DOE Operational Readiness Review (ORR) by March 1997
 - Conduct the first DAF operational activity by April 1997
- Conduct Subcritical and other Stewardship Experiments in FY 1997:
 - Conduct REBOUND in February 1997, consistent with a record of decision (ROD) on the site-wide Environmental Impact Statement (EIS) in November 1996
 - Conduct HOLOG and BOOMERANG in FY 1997 consistent with the ROD on the the site-wide EIS in November 1996
 - Fully support all laboratory sponsored experiments at the Big Explosive Experimental Facility (BEEF) in FY 1997

Our Customers:

- U.S. Department of Energy: Defense Programs Office, HQ
- Los Alamos National Laboratory
- Lawrence Livermore National Laboratory
- Sandia National Laboratories

STD at your Service:

- | | |
|---|-----------------------|
| John McGrail, Director | (702) 295-1144 |
| • Jim Blodgett, Stewardship Experiments Program Manager | (702) 295-1156 |
| • John Leppert, DAF & Stockpile Management Program Manager | (702) 295-1553 |
| • Richard Navarro, Maintenance of Test Capability Program Manager | (702) 295-1148 |

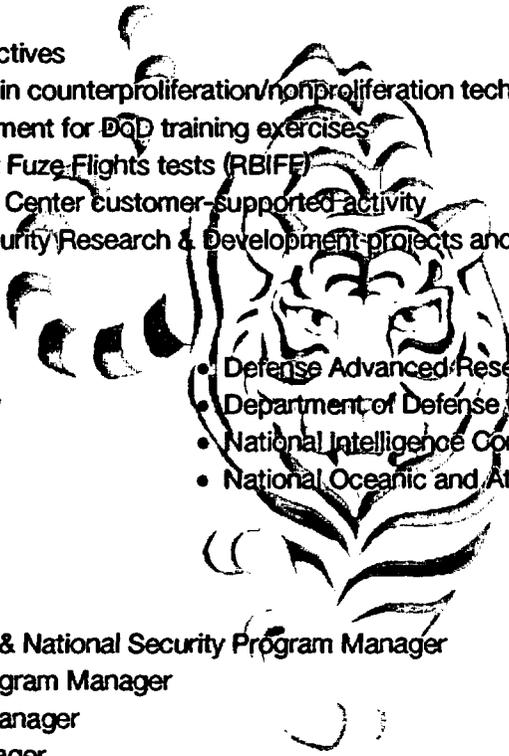
DEFENSE PROJECTS DIVISION (DPD)

Our Goals and Objectives:

- Conduct eight demilitarization experiments at X-tunnel and initiate development of a mobile contained burn unit for tactical missiles at Y-tunnel
- Support DSWA development objectives
- Achieve a national leadership role in counterproliferation/nonproliferation technology development, testing, and training
- Provide a realistic training environment for DoD training exercises
- Support two Reentry Body Impact Fuze Flights tests (RBIFF)
- Obtain 42 weeks of HAZMAT Spill Center customer-supported activity
- Provide a test bed for national security Research & Development projects and experiments

Our Customers:

- Army Research Laboratory
- Defense Special Weapons Agency
- DuPont Chemical
- National Laboratories
- Defense Advanced Research Projects Agency
- Department of Defense (Army, Air Force, and Navy)
- National Intelligence Community
- National Oceanic and Atmospheric Administration



DPD at your Service:

Chay McWilliam, Director

(702) 295-3306

- Larry Draper, Counterproliferation & National Security Program Manager
- Teri Lachman, Demilitarization Program Manager
- John Spahn, HAZMAT Program Manager
- Eric Hanson, RBIFF Program Manager

(702) 295-2558

(702) 295-3996

(702) 295-1138

(702) 295-0931

NUCLEAR EXPLOSIVE SAFETY (NES)

Our Goals and Objectives:

Support the DOE Nevada Operations Office and its customers by performing timely and professional Nuclear Explosive Safety (NES) Studies on related operations and facilities:

- Complete NES study of DAF
- Complete Joint Test Operations (JTO) Arming, Timing and Firing master study
- Perform timely and professional NES Readiness Assessment Reviews of Subcritical Experiments
- Provide ongoing NES support to the Albuquerque Operations Office
- Develop DOE/NV NES order
- Develop DOE/NV Subcritical Experiments Safety order

Our Customers:

- Bechtel Nevada
- Los Alamos National Laboratory
- U.S. Department of Energy: Defense Programs Office, HQ, and Albuquerque Operations Office
- Lawrence Livermore National Laboratory
- Wackenhut Services, Inc.

NES at your Service:

Travis D. Hunsaker, Director

(702) 295-1431

EMERGENCY MANAGEMENT DIVISION (EMD)

Our Goals and Objectives:

- Reengineer Emergency Management System to support any new NTS business lines and test readiness
- Strengthen Emergency Management's U. S. Radiological Emergency Response Capability
- Strengthen Technical Response Capability
- Strengthen Training and Exercise Program
- Focus on Quality Initiatives by:
 - Partnering with Bechtel Nevada to institutionalize project management system and matrix support system
 - Building on federal, contractor, and laboratory partnerships

Our Customers:

- Conference of Radiological Control Program Directors
- Department of Defense:
 - U.S. Air Force, U. S. Army, and U. S. Navy
- Department of State
- Federal Emergency Management Agency
- Nuclear Regulatory Commission
- State of Nevada
- Defense Special Weapons Agency
- U.S. Department of Energy:
 - Defense Programs Office, HQ, Office of Nonproliferation and National Security, HQ, and DOE Field Offices
- Environmental Protection Agency
- National Aeronautics and Space Administration
- On-Site Inspection Agency

EMD at your Service:

Steve Ronshaugen, Director

- Milton Chilton, Radiological Emergency Response Program Manager (702) 295-1299
- Bob Friedrichs, Nonproliferation & Test Treaties Program Manager (702) 295-5755
- Doug Shipley, Special Programs Program Manager (702) 295-1860
- Gary Snodgrass, Aviation Fleet Manager (702) 295-1091
- Roger Thompson, Program Manager (702) 295-1094
- Tom Wiard, Washington Aerial Measurements Office Manager (702) 295-1370
- (301) 817-3310

Summary:

Due to the recent office-wide reorganization, many of your familiar functions, organizational structures, and employees have changed. Nevertheless, we have endeavored to continually provide stability, direction, and product excellence. Through the AMNS organizational Visions, Missions, Commitments, Objectives, and Goals, we have laid the path that will be followed in providing structure, stability, and programmatic direction to DOE/NV's National Security Programs. This path is not rigid and inflexible. The needs of DOE/NV's customers drive our programmatic direction; we are flexible and willing to move in the direction necessary to meet these demands. We can and have stepped outside of the box. If it makes sense and results in the best product for DOE/NV, its employees and customers, we will listen and act. This plan will continue to evolve as our organization evolves, reflecting current programmatic directions, objectives, goals, and performance measurement strategies.

We invite you to: *tell us how to better serve you, identify needs you have that we have not met, tell us how you believe you can better help us serve you, Communicate! Communicate! Communicate! We value your opinion.*

Joseph N. Fiore

 Joseph N. Fiore, Assistant Manager
 For National Security (702) 295-3128

J. D. Ross, Deputy Assistant Manager (702) 295-3128
 For National Security

Don Elle, Senior Program Manager (702) 295-5844

Gy Allen, Senior Technical Advisor (702) 295-3316

Richard Cohn, Director, NMC (702) 295-0911