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Advancement Center staffer announced as NETPDTC Civilian of the Quarter

PENSACOLA, Fla. – The Naval Education and Training Professional Development and Technology Center (NETPDTC) announced May 15 their selection of James Larkin as Civilian of the Quarter (COQ), for the second quarter of 2013.

Larkin works for the Navy Advancement Center (NAC) in the Examination Ordering and Discrepancy Branch as a program assistant. He designs, develops and implements process changes to continuously update and improve exam administration procedures for the Navy Enlisted Advancement System (NEAS), directly impacting more than 280,000 Sailors annually.

“It feels great being recognized as COQ,” said Larkin. “I really enjoy having the opportunity to help enlisted Sailors on advancement issues and concerns daily. Also, being recognized for my efforts and contributions to cutting costs for the command and our country is truly rewarding.”

Larkin transitioned to NETPDTC in 2010 after retiring as a Navy senior chief petty officer and will graduate with a master’s in business administration (MBA) this coming August. According to his supervisors, he has worked on a number of projects that support critical Navy personnel programs, including recently identifying and tracking advancement exam shipping errors resulting from a postal policy change that impacted embarked staff and aviation units. His solution led to a process that leveraged eight new mail centers around the world, and ensured the timely delivery of advancement exams.

"I immediately identified and tracked exam return shipments which had the potential to negatively impact advancements at 205 commands," said Larkin. "We initiated a meeting with the east and west coast fleet mail service directors and other key stakeholders to review procedures used to ship exams."

As a result of Larkin's efforts, an exam-specific mail procedure for enlisted exam shipments is now in place.

Larkin's supervisor, NAC's Exam Ordering and Discrepancy Branch head, Haywood West said, "Mr. Larkin's work ethic and organizational management skills were key to shipping and receiving process improvements by removing barriers and enabling Sailors to participate in the examination process without delay."

According to Thomas Updike, Navy Enlisted Advancement Executive Division head, Larkin's process redesign interventions have not only improved the efficiency of the exam ordering and shipping procedures, but have also reduced printing and shipping costs.

"His corrective measures have reduced exam returns by 90 percent and cut package error rates by 50 percent, significantly increasing exam processing time for enlisted Sailors," said Updike. "Mr. Larkin understands that Sailors and their families depend on him to execute the Navy's advancement system in a fair and equitable manner. This recognition shows how one person can make a big difference."

Capt. Janet Lomax, NETPDTC's commanding officer praised Larkin's performance during the COQ award presentation ceremony.

"How do you describe Mr. Larkin and his position in the Navy Advancement Center," Lomax asked "He's a true problem solver; an everyday hero who is well deserving of this recognition."

For more information about the Navy Advancement Center and the Navy Enlisted Advancement System, visit

<https://www.facebook.com/pages/Navy-Advancement-Center> .

Additional information on the Naval Education and Training Professional Development and Technology Center can be found on the NETPDTC website:

<https://www.netc.navy.mil/netc/Commands/NETPDTC.aspx>.

For more information on the Naval Education and Training Command, visit

<https://www.netc.navy.mil>.

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Story by Katrina Gergely, NETPDTC Public Affairs