

Strategic Lean Project Report



For Reporting Period: July 1, 2016 through December 31, 2016

I. General Information:

Lead agency name Department of Licensing:

Partner agencies: n/a

Improvement project title: Collision Mail Process

Date improvement project was initiated: 7/18/2016

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other: DOL Fundamentals Map

If applicable, specify the alignment:

Goal 5: Efficient, Effective and Accountable Government

Engaged Employees
Efficient, Effective Services

OM1 Employee Engagement
OM4 Process Improvements

Report reviewed and approved by: Pat Kohler, Director

II. Project Summary:

The Department of Licensing improved the processing of incoming mail that is related to vehicle collisions, resulting in reduced touch time (staff time) from 4.5 hours per day to 1.5 hours per day. Staff time saved was reallocated towards processing documents related to uninsured drivers and vehicle owners involved in collisions.

III. Project Details:

Identify the problem: The Department of Licensing receives collision mail that supports suspension or reinstatement of a person's driving privilege. The mail is related to actions taken as a result of uninsured drivers and vehicle owners who are involved in a collision. When mail is received, staff remove envelopes, research each item, sort and scan documents, and add to a workflow queue for processing.

Problem statement: Previously, the collision mail process took 4.5 hours per day compared to our target of 1.5 hours per day, which we wanted to reach by 10/1/2016.

Improvement description: A team of employees:

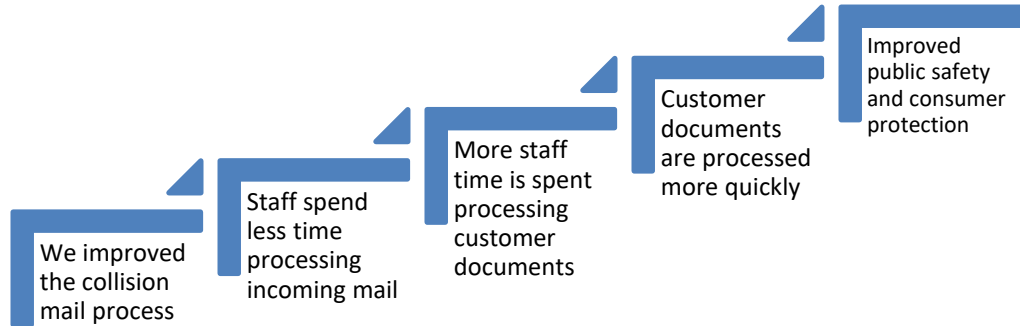
- Removed duplicate research efforts so that research is done only once in the process, which resulted in significant reduction of staff time.
- Set standard mail pick up times, and coordinate with the mail room schedule, which resulted in consistency and a reduction of rework.

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Customer involvement: n/a

IV. Impact to Washingtonians:



V. Project Results:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased touch time (staff time) from 4.5 hours per day to 1.5 hours per day.	Staff time savings 750 hours per year	Final

VI. Contact information:

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VII. Optional Visuals:

