

Strategic Lean Project Report



Streamlined Consumer Complaint Processing

Agency: Department of Financial Institutions

Project Impact

The Department of Financial Institutions reduced the average time to resolve consumer complaints from 43 days to 35 days.

The streamlined consumer complaint process benefits consumers through more timely resolution. Process improvements substantially decrease overproduction, waiting, and transportation, which allows staff to reach out to complainants and resolve complaints in a timelier manner. The process improvements also increase the utilization of people, talents, and skills, which positively affects staff morale and productivity.

Project Summary

The Department of Financial Institutions' Division of Consumer Services Enforcement Unit has a critical role in ensuring that Washington consumers who use non-depository financial services are protected and informed of their rights. Processing the complaints that consumers file against these financial service providers was taking longer than desired.

Consumer complaint resolution was averaging 43 days compared to our **target** of 35 days, which we wanted to reach **by** 10/31/2017.

To improve the consumer complaint process the Department of Financial Institutions' Division of Consumer Services Enforcement Unit made several changes.

- Redefined staff responsibilities including delegating authority and consolidating administrative processes
- Expedited the publishing of consumer alerts which notify the public of unscrupulous activity
 - Consumer alerts now published on average within 7 days of receiving a complaint or tip vs previous average of 53 days

Project Results



Time

Increased percentage of complaints closed within 90 days
from 86% to 95%.



The Unit is now able to reach out to complainants and resolve their concerns in a timelier manner.

Project Details

Date improvement project was initiated: 11/1/2016

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