

Strategic Lean Project Report



For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Department of Financial Institutions

Partner agencies: None

Improvement project title: Securities Division Permits & Acknowledgment Letters

Date improvement project was initiated: 7/30/2015

Project type: New Project

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan
- Other

If applicable, specify the alignment:

Goal 5: Efficient, efficient, effective & accountable government; Measure 2.1.a. Increase Lean Project
GOAL 4: Manage resources and leverage technology to ensure effective and efficient regulation.

Report reviewed and approved by: Gloria Papiez, Deputy Director

II. Project Summary:

The Department of Financial Institutions improved the process for issuing permits and acknowledgement letters for filings submitted to the Securities Division, resulting in eliminating the issuance of approximately 3,715 hard copies of permits and acknowledgement letters every year.

III. Project Details:

Identify the problem:

The objective of this project was to evaluate the process of issuing permits and acknowledgement letters for filings submitted to the Securities Division. The Securities Division reviews applications for registration and exemption filings by local, national, and international companies that wish to sell securities, franchises, and business opportunities to ensure compliance with the laws administered by the Division. The Securities Division reviews and processes these types of filings, which includes: setting up a file in our internal database, verifying sufficient payment, identifying deficiencies and working with the filer to resolve any deficiencies. Once the file has been reviewed and all comments or deficiencies have been resolved, then a permit or acknowledgement letter is issued to the filer electronically along with mailing a hard copy.

Problem statement:

Annually, approximately 1,200 franchise, 160 franchise broker, and 185 franchise exemptions applications are filed with the Securities Division. In addition, we also receive over 2,200 securities exemption filings. The existing process for issuing permits or acknowledgement letters for these types of filings was to provide them electronically along with mailing a hardcopy. The process for issuing permits and acknowledgement letters was tedious and time consuming. By issuing a hardcopy of

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the acknowledgement or letter, it required that staff prepare the permit on their computer, print it out, and walk to the printer to collect it in addition to having to prepare a mailing label. A conservative estimate of the time spent printing, making a label, and collecting the letter from the printer is at least four minutes per letter. This process also impacted our Revenue room as staff in that area sort and send out all of the outgoing mail.

Improvement description: By using value stream mapping, we were able to identify the time, resources and steps we were using to prepare permits and acknowledgement letters and we identified processes that could be eliminated. We determined that we could eliminate the processes associated with sending hard copies of the permits and acknowledgement letters to the filer without any adverse impacts. In doing so, the Division of Securities Registration Unit has eliminated sending approximately 3,715 hard copies of permits every year, saving approximately 250 hours of staff time and \$1,880 in postage and paper costs.

Customer involvement: The staff in the Registration Unit participating in this LEAN improvement project. Outside customer involvement was not necessary.

IV. Project Details:

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"/> Cost	Decreased postage and paper costs annually by an estimated \$1,880 in addition to reducing the wear and tear on our printers. The total impact indicated in the column to the right is pro-rated for the five months of 2015 for which the project was implemented.	\$783	Final
<input checked="" type="checkbox"/> Time	Decreased staff time spent preparing hard copies of permits and acknowledgement letters annually by approximately 250 hours. The total impact indicated in the column to the right is pro-rated for the five months of 2015 for which the project was implemented.	Saved 104 staff hours	Final

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For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Department of Financial Institutions

Partner agencies: n/a

Improvement project title: Scanned Document Collaboration

Date improvement project was initiated: 8/18/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 5: Efficient, Effective and Accountable Government, Measure 2.1.a., Increase Lean Projects
Manage resources and leverage technology to ensure effective and efficient regulation.

Report reviewed and approved by: Gloria Papiez, Deputy Director

II. Project Summary:

The Department of Financial Institutions improved the sharing of document images among workgroups, resulting in the reduction of a business unit's document prepping, scanning, and handling process from 80 minutes per day to 5 minutes per day.

III. Project Details:

Identify the problem: Agency resources are being used to scan the same documents within two different business units.

Problem statement: Currently, over processing occurs when two different business units duplicate effort by scanning the same documents for different purposes compared to our target of implementing efficient agency business processes, which we want to reach by 6/30/2017.

Improvement description: A workgroup was created to determine how these two units could eliminate this duplication of effort. The workgroup met and identified a data field captured by one business unit that would allow both to share a single document image. As a result, one business completely stopped their scanning of these documents and will instead rely solely on the document image generated by the other business unit.

Customer involvement: The workgroup tasked with solving this problem consisted of representatives from both business units, as well as a representative from the agency's IT unit.

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IV. Project Details:

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 the amount of time spent prepping, scanning, and handling Securities documents in the revenue room from 80 minutes per day to 5 minutes per day.	Projected savings of 312.5 hours per year.	Preliminary

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