

Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name: Department of Licensing

Improvement project title: Centralia Licensing Service Office Closing Procedures

Date improvement project initiated: 06/5/14

Summary: The Department of Licensing improved the Centralia Licensing Service Office closing process resulting in reduced cycle time by 42 minutes (from 66 minutes to 24 minutes).

Details:

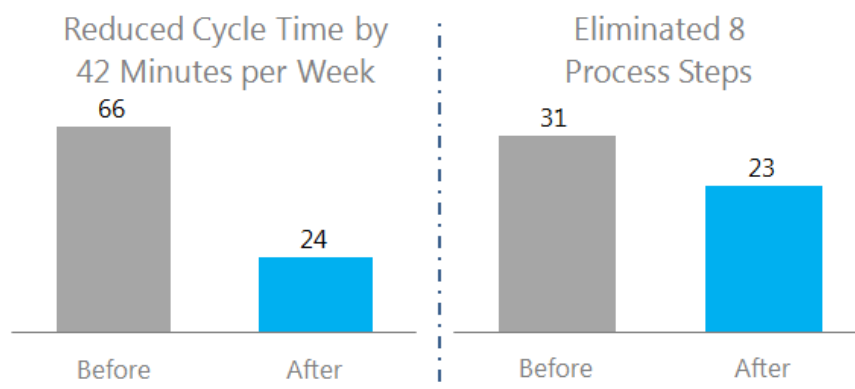
Description of the problem:

Licensing Service Representatives (LSRs) are required to check off and initial a daily closure checklist before and after each shift. The form required LSRs to initial upon disarming the alarm at the beginning of each day and check off duties and initial completion of the duties at closing time. One LSR signs for every duty, when in reality several LSRs share the responsibilities. There was no assurance that the tasks were actually completed prior to signing off on the form.

Description of the improvement:

- Reduced trips from the office to the lobby.
- Developed a systematic process and eliminated steps.

Specific results achieved:



- Freed up the supervisor to work on other supervisor duties.

How we involved customers or stakeholders in this effort:

Internal customers and process partners participated in the workshop.

Contact person:

Abigail Rouse, Project Lead