

Detailed Lean Improvement Project Report

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

Agency name: Department of Licensing

Improvement project title: Parking Registration at Bristol Court and Black Lake Buildings

Date improvement project initiated: 9/10/2014

Summary: The Department of Licensing improved the parking registration process resulting in reduced touch time by 8.8 hours (from 9 hours down to just 20 minutes).

Details:

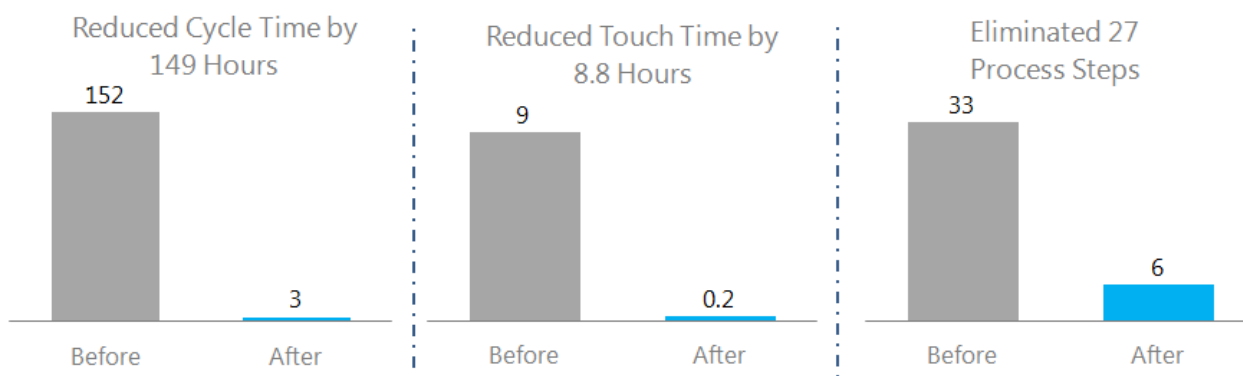
Description of the problem:

- The manual process took too long (up to 152 hours or 6.3 days).
- Black Lake parking lot applications were processed in another building. This caused wasted time and transportation cost.
- At times parking decals were lost.

Description of the improvement:

- Streamlined and standardized the process.
- Identified a point of contact for Black Lake.
- Improved the website: removed old registration forms and fixed broken links.
- Improved the registration form by adding instructions.
- Included the parking registration process at New Employee Orientation.

Specific results achieved:



- Additionally, handoffs were reduced by 10 (from 14 to just 4).

How we involved customers or stakeholders in this effort:

Internal customers participated in the workshop.

Contact person:

Allyn Schmidlkofer, Project Lead