



Project Results from Lean Efforts

Contract Process for Internet Vehicle/Vessel Information Processing System (IVIPS) Access

Department of Licensing

2011

2012

Jan

Apr

Jul

Oct

Jan

Apr

Jul

Oct

Project Duration

Problem

The process to acquire contractual access to the Internet Vehicle/Vessel Information Processing System was cumbersome and time consuming, resulting in decreased customer satisfaction and inefficient use of staff time.

Causes

- Duplicative steps
- Not all forms available on Internet
- Contract approval relied on only one signer
- Contract had not been reviewed for customer ease of use
- Lacked electronic contract process option

Solutions

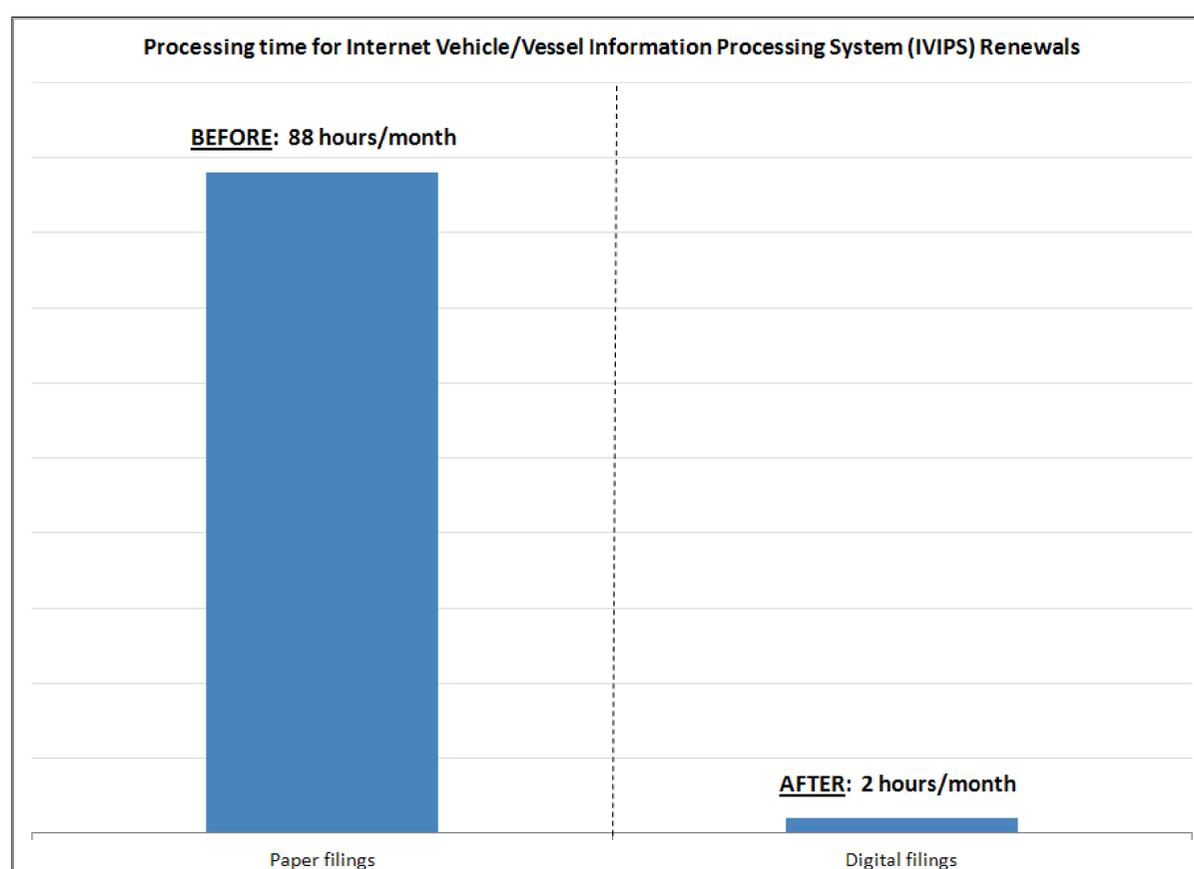
- Streamline process
- Eliminate contract renewal notices
- Improve contract review and approval steps
- Preserve the security of personal information accessed

Results

- Contract renewal notifications will no longer be mailed out, saving \$800 per year
- Return \$2,000 worth of staff time per year to customer service
- Reduce contract pages from 5 to as little as 3
- Speed contract approval process by granting signature authority to a second person
- Place customer forms on the internet

Next Steps

- Customer satisfaction surveys will be sent out to determine impact once all solutions have been implemented.
- Look into related opportunities discovered during the Lean event that may save up to \$780 a month.



Lean Methods Used:

DMAIC, Process Mapping, Root Cause Analysis

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