

Detailed Lean Improvement Project Report

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

Agency name: Department of Licensing

Improvement project title: Pistol Transfer Application Process

Date improvement project initiated: 07/01/2014

Summary: The Department of Licensing improved the pistol transfer application process resulting in reduced touch time by 0.7 hours (from 3.6 hours to 2.9 hours).

Details:

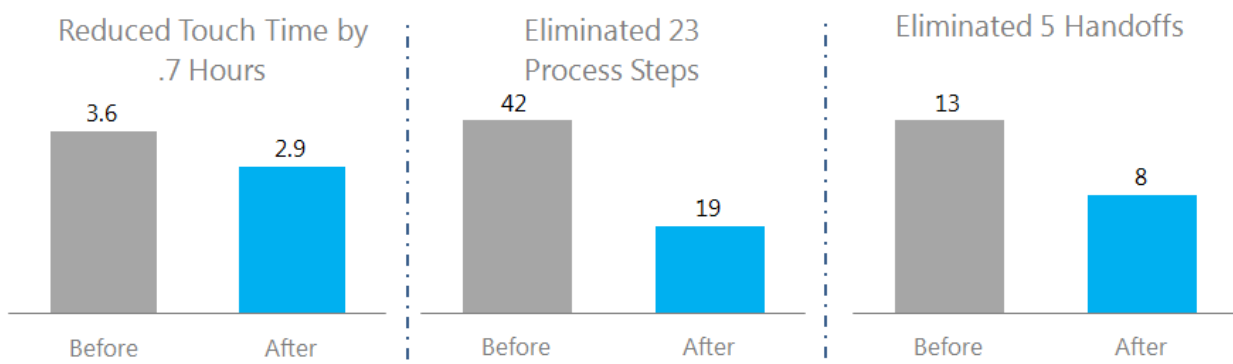
Description of the problem:

On average, DOL receives 166,000 pistol transfer applications per year. DOL is only able to process an average of 11,300 per year with six full-time staff. Approximately 36 percent of time is available to process pistol transfers as compared to the other documents they are required to enter (concealed pistol licenses, ineligible to possess a firearm, firearm dealer licenses, and online exceptions).

Description of the improvement:

- Send incorrect applications back to Dealers earlier.
- Reorganized the work area to make the process easier and quicker (removed old fax machine, eliminated old printer, reorganized printer area, reorganized file room, turned the inbox to support its contents).
- Hired temp staff for pilot.
- Improved the letter that goes to Dealers.
- Eliminated archives / retention for pistol transfer applications.

Specific results achieved:



How we involved customers or stakeholders in this effort:

Customer and stakeholder involvement is being completed as part of a long term project for the Firearms Unit to be completed by July 2015.

Contact person:

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