

Detailed Lean Improvement Project Report

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

Agency name: Department of Licensing (DOL), Washington State Department of Transportation (WSDOT), Washington State Patrol and Correctional Industries

Improvement project title: Specialty Plate Design

Date improvement project initiated: 03/25/14

Summary: The Department of Licensing, Department of Transportation, the Washington State Patrol, and Correctional Industries improved the specialty plate design process, resulting in reduced touch time by 1.6 hours (from 5.4 hours down to 3.8 hours).

Details:

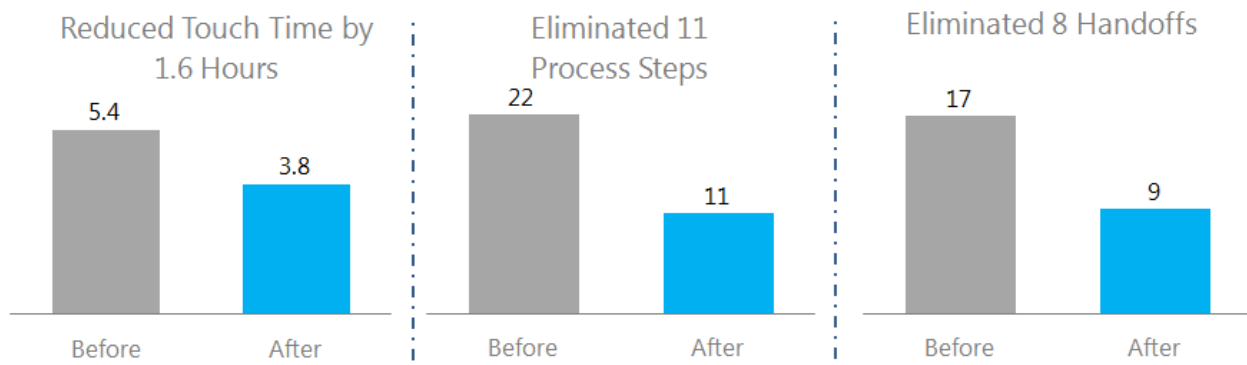
Description of the problem:

- The specialty plate process can take six months to complete.
- There are several steps in the process and if not approved the design must start back at the beginning of the process, adding several days to complete a design.

Description of the improvement:

- Clearer criteria were developed so that sponsoring organizations can meet design specifications at first submission.
- Correctional Industries issues an extra sample plate directly to WSDOT testers and stakeholders.
- DOL assumed the role of testing reflectivity and legibility of plates, reducing steps in the Plate Committee approval process.
- DOL prepared a standardized testing site.
- The team will continue to work on coordination between the design and printing.

Specific results achieved:



- Additionally, rework loops were reduced by 3 (from 7 down to 4).

How we involved customers or stakeholders in this effort:

Business partners participated in the workshop and stakeholders attended the report out.

Contact person:

Ellen West, Project Lead