

Detailed Lean Improvement Project Report

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

Agency name: Department of Licensing

Improvement project title: Hearing Unit: Schedule Memo and Hearings Document Process

Date improvement project initiated: 06/16/14

Summary: The Department of Licensing improved the process for scheduling hearings for drivers facing suspension or revocation of their driving privileges by reducing touch time by 1 hour (from 18.4 hours to 17.4 hours).

Details:

Description of the problem:

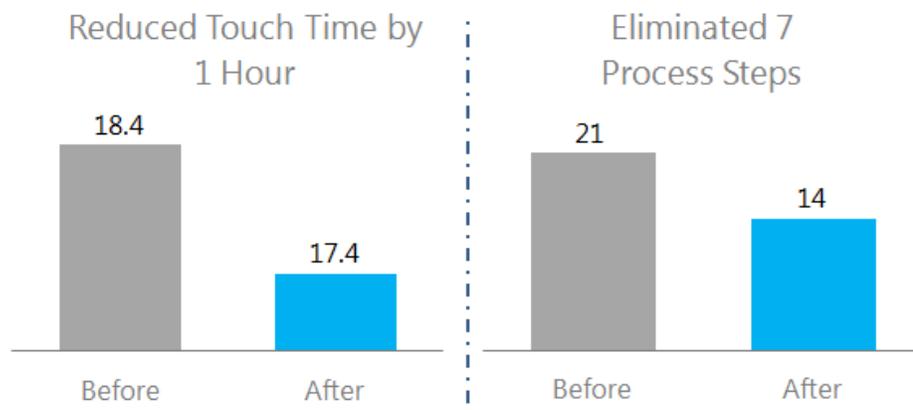
There are three regional hubs that process administrative hearings:

- Information across the state was not consistently stored, which required time to track down documents and information.
- Supplemental evidence was not always retrievable when transferring between hearings examiners. This caused cases to be dismissed or delayed in rendering a decision. This also resulted in some records being incomplete.
- Due to faxing back and forth, sometimes documents were not legible.

Description of the improvement:

- Established uniformity in the processing of cases that needed to be transferred across three different regions throughout the state.
- Immediately image documents by the person that receives them.
- Improved the subpoena forms by allowing for electronic signatures.

Specific results achieved:



- Decreased the risk of dismissal from an officer failing to appear because the date and time of the hearing was illegible (due to faxing back and forth).
- Reduced the risk of losing documents.
- Reduced the need to print documents.

How we involved customers or stakeholders in this effort:

Internal business partners participated in the workshop.

Contact person: Lori Provoe, Project Lead