



Detailed Lean Improvement Project Report

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

Agency name: LIQUOR CONTROL BOARD

Improvement project title: Balance Due/Credit Balance Process Improvement

Date improvement project initiated: 7/2014

Summary: Map out current state process of notifying licensees reporting and paying beer and wine taxes of outstanding balances due or credits available on their account prior to the following filing date (monthly).

It was taking 4 to 5 days to complete the process of informing Wine privilege Licensees of any balance owing or credit available. Many duplicate copies were being made unnecessarily.

Details:

Description of the problem: Process was cumbersome and confusing for licensees (customer) and time consuming taking from 4 to 5 days to process correspondence with large amount of back up.

Description of the improvement:

- Reduced copies by not providing if previously provided to customers
- Internal copies eliminated by using imaging program
- Clarity by reducing duplicate copies to review multiple times by staff and customers
- Reduction in paper cost
- Reduction in staff time

Specific results achieved:

- Process time reduced from 4-5 days to 2 hours
- Cost avoidance or savings (paper, postage, staff time)
- Efficiency – information available electronically for staff
- Increase in quality to Licensees – less paper copies and duplicates to review

How we involved customers or stakeholders in this effort: Received monthly inquiries from customers to explain documentation. Documentation presented for the customers understanding.

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