

# Strategic Lean Project Report



## Continuing Professional Education (CPE) Extension Request Procedures

Agency: Washington State Board of Accountancy (ACB)

### Project Impact

The Board of Accountancy improved the Continuing Professional Education (CPE) Extension Request procedures, which resulted in the reduction of the required steps from 39 to 30. The reduction in steps benefits both the CPAs we serve and the employees that process these requests.

Washington CPAs may only qualify for a CPE extension for reasons of individual hardship, such as financial hardship, critical illness, or military deployment. Individuals who qualify for an extension are typically in a difficult period of their lives. Additionally, many of these individuals rely on their CPA license for their livelihood, so completing their CPE before their looming deadline of their license expiration date is of utmost importance. Streamlining the CPE Extension Request process allows the CPA to spend quality time on completing the required CPE.

### Project Summary

The CPE Extension Request procedures included unnecessary steps, which caused excess amount of time and processing from both the CPA and the employees. Removing the unnecessary steps added efficiencies to the procedures.

Our CPE extension request procedures include 39 steps compared to our target of 26 steps, which we wanted to reach by 12/31/2017.

ACB implemented the following improvements:

- Streamlined the process
- Reduced the number of internal touches required
- Reduced the number of external touches by Certified Public Accountants
- Identified and added 2 additional steps which would improve another agency process

### Project Results



Quality

Increased the quality of the CPE Audit by adding two value added steps which will eliminate the need to duplicate data gathering **from** previously submitted documents **to** the use of a spreadsheet in determining CPE compliance.



*Eliminates duplicate review of carry-back CPE documents.*



Time

Decreased the number of steps required, and thus the amount of time necessary to process these requests **from** 39 steps **to** 30 steps.



*The reduction in time to process CPE Extension Request, benefits both the CPA and the employees.*



Customer Satisfaction

Decreased the amount of documentation required from the CPAs requesting CPE Extensions **from** 3 document submissions **to** 2 document submissions by eliminating the CPE Extension Request Contract.



*Increased the amount of time for a CPA to complete the required CPE.*



Employee Engagement

Decreased the number of transfers required between employees **from** 11 transfers **to** 7 transfers, which streamlined the CPE Extension Request procedures.



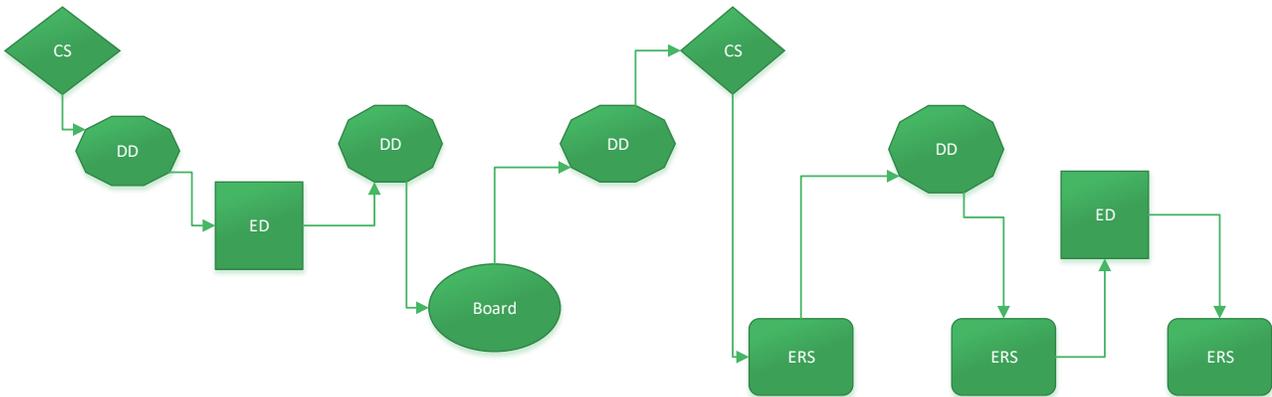
*The streamlined process improvement helped free up time for employees to focus on other tasks.*

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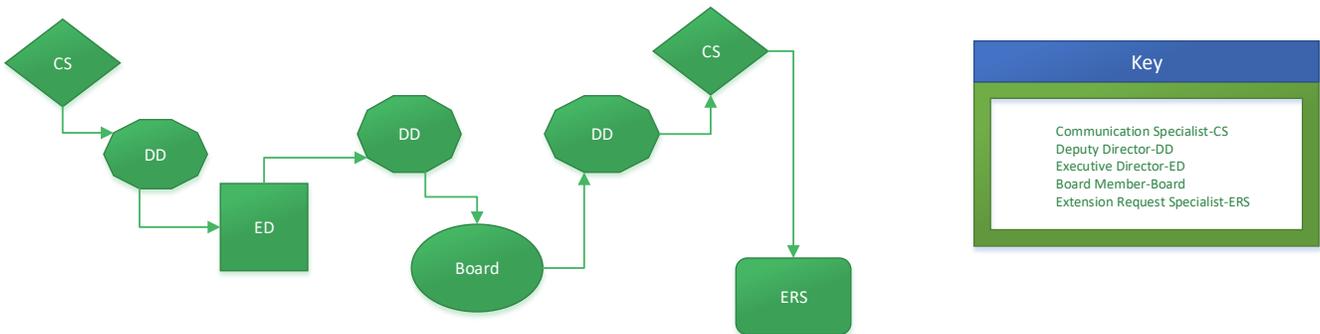


## CPE Extension Request Process Transfers between Employees

Flow of Request through Staff Pre-Lean



Flow of Request through Staff Post-Lean



### Project Details

**Date improvement project was initiated: 3/16/2017**

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