

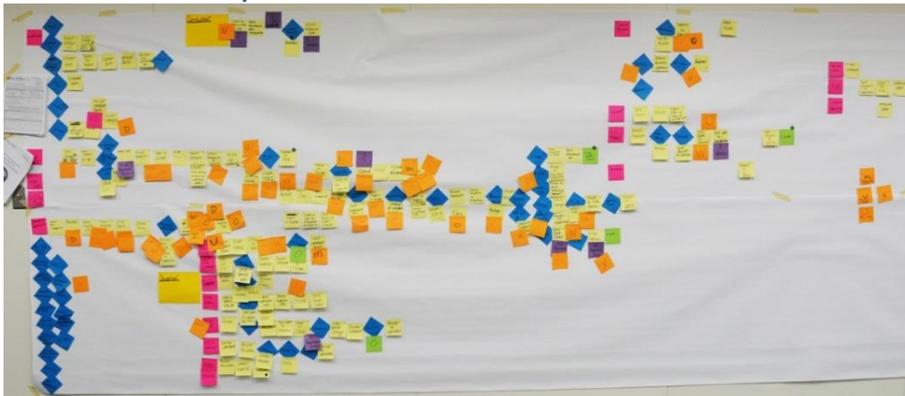
LeanOhio Kaizen Event Fact Sheet

Issue: The current Attorney General (AG) Informal Dispute Resolution Process is often bogged down by unworkable complaints leading to a backlog, long processing times, and frustration on the part of consumers and AG staff. Customer service was impacted due to high workload and misaligned distribution of duties.

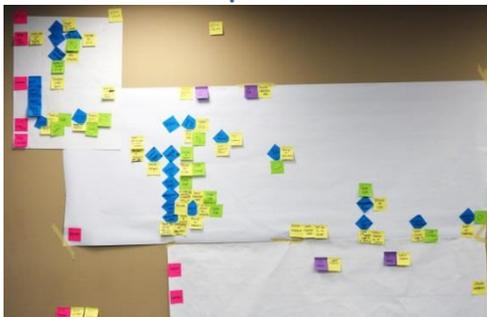
| Department | Changes to Process | Metrics | As a Result |
|---|--|--|---|
| Office of the Attorney General Informal Dispute Resolution July 6-10, 2015 | <ul style="list-style-type: none"> Reduced steps from 182 to 73 (60% reduction) Reduced handoffs, decisions, and loopbacks from 43 to 22 (49% reduction) | With the future process, most cases will be completed in 2 days -- compared to an average of 48 days previously. | Most Informal Dispute Resolutions will get done in just two days -- 46 days faster than the previous average time |

| Major Improvement | How it was accomplished |
|--|--|
| Faster closure of most complaints | Empower staff at all levels to close simple complaints at the lowest reasonable level. Consumers will be contacted sooner with clearer communication. |
| Transformed to a cohesive team | Group PIAs and specialists by category, and have specific assigned investigators and attorneys. |
| Enabling specialist to be redeployed to customer service | Establish realistic expectations with the consumers and redirect their time away from “scams” and “lemon law” complaints. Scams and lemon-law complaints will now be handled by the help center, allowing specialists to redeploy their time to critical complaints. |
| Tighten timelines | In the current process, consumers and suppliers were given an infinite amount of time to respond – leading to a significant backlog and long processing times. Going forward, a clear and documented process will close cases due to non-response. |

Current Process Map



Future Process Map



Team members:

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