

Lean Ohio Kaizen Event Fact Sheet

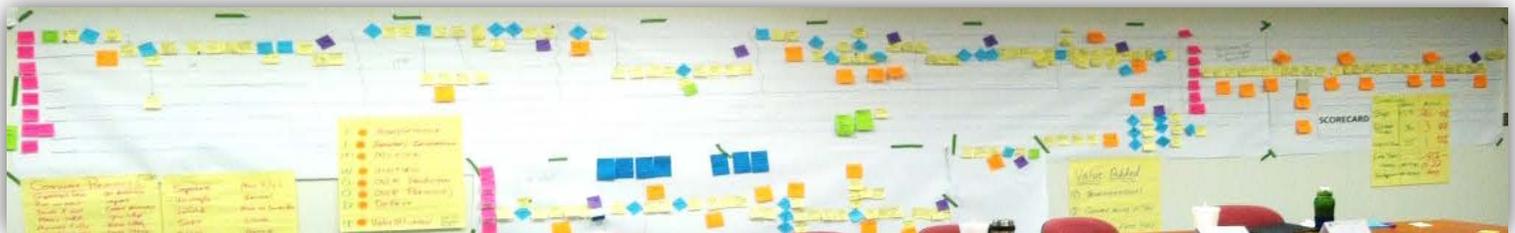
Ohio Department of Commerce, August 30, 2013

Issue: The unclaimed funds process was cumbersome, resulting in backlogs and delays of claims payments to Ohio citizens.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Commerce Unclaimed Funds Division August 26-30, 2013	<ul style="list-style-type: none"> Eliminated 126 process steps – from 154 to 28, for an 82% reduction. Reduced decision points from 36 to 3 (92% reduction). Reduced waste points from 35 down to 1 (97% reduction). 	<ul style="list-style-type: none"> Reduced lead time from 105-162 days to a projected 14-22 days. Direct Cost savings of \$208,000 by eliminating printing and postage. 	Ohio citizens who have unclaimed funds will receive their money up to 150 days faster.

Major Improvement	HOW it was accomplished
Eliminated considerable motion waste in workflow process	Implemented desktop faxing and provided training for uploading PDF files directly. Eliminated examiners immediate involvement with walk-in claims.
Eliminated overprocessing in the claims assignment and payment process	Utilized the current automated features in Wagers software application.
Eliminated batch work	Eliminated 11 steps by directly moving claims to the desk area for set-up and scanning. Claims forms will no longer be batched in numerous locations – implementing a single step flow.
Increase Unclaimed Funds Examiners' efficiency	Eliminated evidence backlog for examiners; they will no longer be required to touch claims multiple times – reducing rework and loopbacks.
Moving towards a completely paperless process	Customers will have option to upload documentation electronically saving mail costs and time.

“Before” Process Map



New Process Map



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