

LeanOhio Kaizen Event Fact Sheet

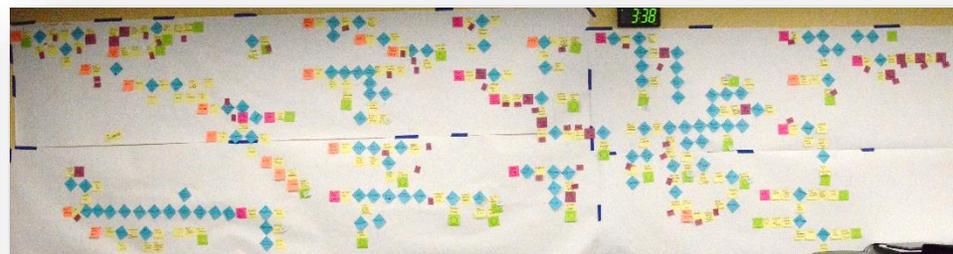
Ohio Department of Public Safety • Ohio Bureau of Motor Vehicles

Issue: Due to a wave of retirements in 2014, the BMV remittance process experienced an increase in workload, and employees had to work overtime to decrease the backlog. The process needs to be streamlined to reduce overtime and adjust for future attrition.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Public Safety, Bureau of Motor Vehicles BMV Remittance Process February 22 – 26, 2016	Process steps reduced from 173 to 47 (73% reduction) Decision points reduced from 115 to 17 (85% reduction)	Process time will go from 3.9-339.0 days to 7.4-8.05 hours when improvements are implemented Potential freed-up labor estimated at 4,435 hours once all changes are in place Potential cost savings estimated at \$8,774 per year from reduced postage, paper, and envelopes	Mailed-in payments to the BMV will sail through thanks to complete info on incoming forms and centralized mail processing

Major Improvement	How it was accomplished
Improved customer service resulting in customers being processed faster	Creation of mail center and employee relocation
More staff time spent doing value-added work and improved employee accountability	Reduced the amount of time to process transactions by reducing handoffs and approvals and created accountability and redirected resources to improve the processing time
Less reject letters that need reworked and decreased number of staff touching the process	Redesigned forms to make the process easier and more customer-friendly and removed excessive auditing practices

Current-State Process Map



Future-State Process Map



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