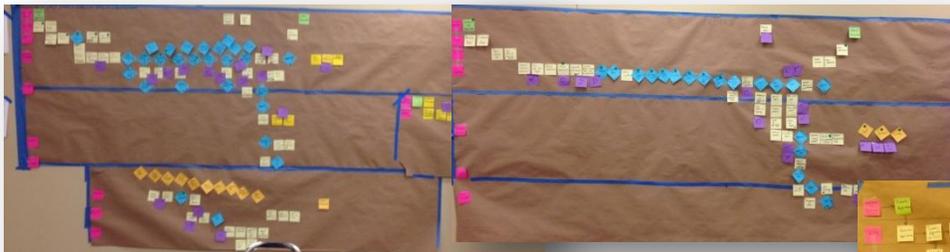


## Lean Ohio Kaizen Event Fact Sheet

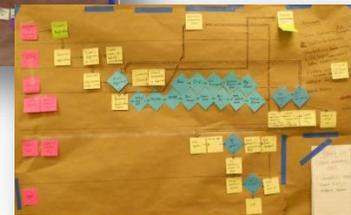
**Issue:** Decrease the time it takes to license an Insurance Agent and improve overall customer service to stakeholders

Department	Changes to Process	Metrics	As a Result
<b>Department of Insurance</b> Licensing Section March 25-29, 2013	<ul style="list-style-type: none"> <li>Reduced the Individual Applicant and Business Entity Application and Renewal Process by 64%.</li> <li>Eliminated decision points in the process from 47 to 19.</li> <li>The application process will now take a maximum of 33.5 days versus 99.5 days.</li> </ul>	<ul style="list-style-type: none"> <li>Insurance agents will receive their licenses an average of 64 days earlier.</li> <li>Redirected 10,931 staff hours answering phones, preparing and mailing return letters, and printing and transporting documents to legal for review.</li> <li>Savings on paper, printing and postage for items requested.</li> </ul>	<b>Insurance Applicants</b> will receive licenses in less time and will be able to sell insurance to Ohioans quicker.

Major Improvement	HOW it was accomplished
Decreased application processing time	Designated phone/customer service staff to allow examiners to concentrate on completing applications. Staff will be empowered to make decisions currently handled by pre-legal. Creating a tickler system to notify processors when requested information is due and applications are deemed incomplete.
Reduced backlog and follow-up phone calls	Issuing an initial checklist email requesting missing information, and establishing a deadline for requested information. Creating a tickler system to notify processors when requested information is due and applications are deemed incomplete. Providing applicant access to check status of their application on the website.
Improved communications	Standardized communications type used to request information. Standardized language in emails and phone scripts. Sending a initial checklist email requesting items needed for processing. Providing applicant access to check status of their application on the website.



**Current Process**



**Future State**

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