

Lean Ohio Kaizen Event Fact Sheet

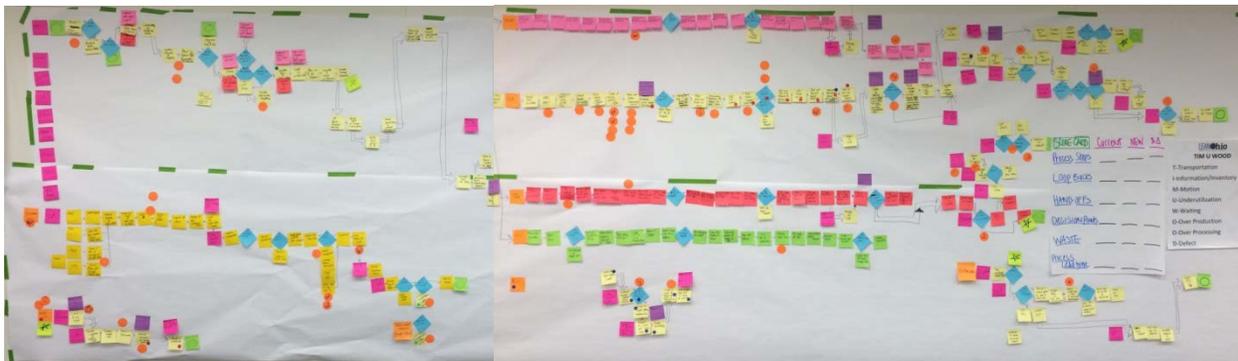
Motor Carrier Registration, January 13- 17, 2014

Issue: The current PUCO process for Motor Carriers was too labor-intensive, resulting in checks not being deposited in a timely manner and Motor Carriers not receiving their Motor Carrier credentials in a suitable timeframe.

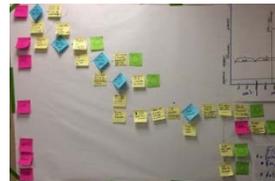
Department	Changes to Process	Metrics	As a Result
Public Utilities Commission of Ohio Motor Carrier Registration January 13- 17, 2014	<ul style="list-style-type: none"> Reduced process steps from 183 to 26 (86% reduction). Four distinct workflows reduced to one standardized and documented flow. Process delays reduced from 11 to 2 (82% reduction). 	<ul style="list-style-type: none"> UCR, Intrastate, and Hazmat processing time reduced from 19-51 days to 4.5-10 days (a 76%-80% reduction). Walk-in time processing reduced from 45-60 minutes to 5 minutes. Projected savings of approx. \$15,000 in mailing and materials, and a customer savings of over \$10,000. When fully implemented, over 1,600 PUCO hours can be redirected to other core-mission work yearly. 	Motor Carriers will receive credentials within 5 minutes of filling all necessary paperwork at PUCO business Office. PUCO will be in full compliance with the 3-day check deposit law. Motor Carriers will receive credentials within 10 days of submitting application and payment.

Major Improvement	HOW it was accomplished
Educational outreach to Motor Carriers to assist with registration process and reduce errors.	Creation of Frequently Asked Questions, Training Videos and Seminars to help the Motor Carriers to navigate the system.
Faster processing of Motor Carrier Applications.	Push for electronic application process. Motor Carrier will be given a pin number to access the application and complete it online. They will submit online and then the system will verify the application for completeness; reducing time potential errors.
Be in compliance with the three day requirement to process checks.	The opening of mail and scanning process was redesigned so PUCO staff will no longer scan every document. The application will be processed, the check deposited and then imaged into the system after processing – all happening in a first in, first out flow.

Current Process Map



Future Process Map



Team members from PUCO: Brian Barringer, Martin Boratyn, Gina Burke, Christi Edwards, Don Erby, Kathy Gales, Daneiaka Howard, Milan Orbovich, Valerie Poindexter, Kendra Rogiers, Kelly Selzer, Len Shenk, Priscilla Smith, Shawn Smith, Joe Turek, Megan Gump, ODOT Gina Mee, ODFJS, Larry Woolum, Ohio Trucking Association

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