

The LeanOhio mission: To make state government in Ohio simpler, faster, better, and less costly.

Below are results from four of the 20+ Kaizen events in Ohio state government since early 2011. See the next page for more, and go to lean.ohio.gov for details about these and other Kaizen events and Lean initiatives.

SIMPLER

Ohio will better compete for jobs by processing business loans and incentives faster

When businesses are deciding where to expand and create jobs, the advantage goes to states that move quickly on applications for financial incentives. Include Ohio on the A-list. The state's newly streamlined incentive process reduces red tape, paperwork, delays, and frustration – strengthening Ohio's position as a state of choice for business expansion.



- The new process will take just 75 days on average. A full 205 days are being cut from the process, for a 73% reduction.
- The simplified approach will have 68% fewer steps, 59% fewer delay-causing handoffs, and 46% fewer decision points.

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FASTER

For new car dealerships, a quicker start to selling will create jobs in Ohio faster – and add up to \$300,000 in earnings

When opening a new car dealership, the aim is to start selling quickly. That's why speed is central to BMV's new process for issuing and renewing dealer licenses. What used to take up to 221 days will take just 37 days at the most. For big dealerships, the faster start can mean an estimated \$300,000 in revenue.



- The licensing process will move up to 184 days faster, for an 83% reduction.
- By being able to open their doors that much faster, big dealerships can generate some \$300,000, instead of having to sit and wait while business goes elsewhere.

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BETTER

Ohioans with disabilities will return to work or be able to apply for a job up to 3 months faster

A far better approach has been developed to determine eligibility and priority when a person needs vocational rehabilitation services. Staff will be using *one* model to process applications – compared to before when teams serving all 88 counties were mixing, matching, and modifying *five* models. The improvements will enable some people with disabilities to return to work or apply for a job up to 3 months faster.



- With improvements in place, the process will move 92 days faster on average.
- That's a 71% reduction in process time.
- The single-model approach will simplify eligibility decisions for everyone.

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LESS COSTLY

With injured workers returning to work 4 days faster, projected savings exceed \$6 million

Improvements to a key BWC process will get diagnoses (for additional allowances) evaluated and determined more quickly. This will allow injured workers to get needed treatment more quickly, speeding up their return to work by an estimated 4 days. Projected yearly savings are \$1.5 million in temporary total compensation, plus \$5.2 million in saved medical costs from reductions in passive medical treatment.



- Projected \$6.7 million in annual savings.
- With 1 hour of processing time saved per request, 51,791 hours per year could be redirected to other claims responsibilities.

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Recruitment of State Troopers will move 3 times faster

S/LT Mike Crispen • Patrol Academy/Recruitment • (740) 775-7782 • edward.crispen@odps.state.oh.us

Ohio homeowners struggling to make their monthly house payments will get help 9 times faster

Sunny Stumpf, Operations Manager • 614-728-5718 • [sstumpf@ohiohome.org](mailto:ssumpf@ohiohome.org); Stephanie Casey Pierce • House Counseling Grant Manager • (614) 728-4275 • spierce@ohiohome.org

Providers of housing for homeless people will be able to bring relief in half the time

Scott Gary • Section Supervisor, Supportive Housing • (614) 466-9357 • Scott.Gary@development.ohio.gov

Transformed grants process aims to cut 317 days from process

Jeff Gove • State ABLE Director • (614) 752-1642 • jgove@regents.state.oh.us

HEAP is making the leap to higher levels of efficiency

Janet Cesner, Janet.Cesner@development.ohio.gov • Lee Firich, Lee.Firich@development.ohio.gov

Transformed process would tame the mail juggernaut in half the time

Dianna McConnaughey • dmconnaughey@dps.state.oh.us • (614) 758-1164

Faster invoicing is on the way at RSC, thanks to improvements that ensure high quality and wise spending

Stacy Williams • Stacy.Williams@rsc.ohio.gov • (614) 433-8271

Overhaul of big data system aims to redirect up to 462,000 hours to more productive work

Therese Dyer • Therese.Dyer@dot.state.oh.us

Streamlined process for managing crucial records aims to cut costs from \$705 to \$1 per box

Donna Stewart • Donna.Stewart@dot.state.oh.us • (614) 466-3977

Collections staff will have more time to collect thanks to streamlined process that cuts errors

Pat Brobeck • Patrick.Brobeck@ohioattorneygeneral.gov • (614) 644-9172

Citizens frustrated with insurance companies will get their complaints resolved several months faster

Jana Jarrett • Jana.Jarrett@insurance.ohio.gov • (614) 644-3378

Aircraft owners set to fly through faster registration process

Kevin L. Rogge • Kevin.Rogge@dot.state.oh.us • (614) 387-2347

Law enforcement to get faster findings in drug-case investigations

Lt. Todd E. Lee • tlee@dps.state.oh.us • (614) 466-4790

Streamlined purchasing will allow more time for mission-critical work at AG's Office

Crime fighters to get findings on evidence in days rather than months

Mike Velten, (330) 659-4600 ext. 276 • Dr. Elizabeth Ann Benzinger, (740) 845-2508

Businesses and citizens will get faster answers to tax appeals – reducing worry, frustration, and interest penalties

Chris Kantzer • Joseph_Kantzer@tax.state.oh.us • (614) 466-6750

DAS stands to save millions through IT consolidation

Wendi Boggs • Wendi.Boggs@oit.ohio.gov • (614) 466-1762

Employee education reimbursements on track to arrive in less than half the time

Diane Luff • Diane.Luff@das.state.oh.us • (614) 466-4855