



DOP Application Simulation

- Department of Prevention (DOP)
- DOP is a Government Organization
- DOP reviews applications from other Government Organizations

DOP Motto: Keeping bad things from happening.

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Application Processing Section

- You will be working in the Application Processing Section
- This Section receives applications from government organizations requesting permission to conduct process improvement activities
- DOP processes two types of applications: **Renewal and Initial**

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Application Processing Section: Goals

- The section goals are to process applications as quickly and efficiently as possible without losing quality
- The section must process 16 applications every day in order to meet customer demand and avoid a backlog
- A day lasts 6 minutes

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DOP Simulation Rules

- DOP needs to process 16 apps every day (6 min)
- Each DOP employee is required to work until the end of the day
- Every position has written instructions that must be followed
- Each DOP employee is responsible for getting their own materials
- Materials cannot be shared and must be transported in the authorized folders only
- Each folder can hold only two applications

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DOP Simulation Rules

- Extra materials can be found in the Supply Area
- Running is not permitted
- All DOP employees are responsible for moving their completed work to the next worker
- Folders cannot be moved across the table. All work must travel around the outside of the table
- Forms will be processed in batches of two
- You are required to follow the written instructions

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DOP: Job Assignments

Job Assignments
Mail Carrier
Mail Opener
Renewal Processor
Initial Processor
Legal
Approval
Addressor
Auditor
Quality Assurance

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