

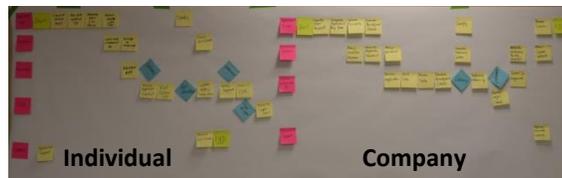
## Lean Ohio Kaizen Event Fact Sheet

**Issue:** The 7-person team in Office of Consumer Finance recently experienced an increase in the volume of incoming applications. Complicated by cumbersome paper applications, extensive manual data entry, and an extremely demanding annual renewal period, the team found themselves unable to keep up with the growing backlog of applications.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Commerce Consumer Finance Licensing Process June 26 – 30, 2017	Process steps for individual licenses reduced from 25 to 21 (16% reduction)  Process steps for company licenses reduced from 62 to 22 (65% reduction)	The time it takes to process individual and company licenses will be reduced significantly.  Individual licenses reduced from 4 days to 1.5 days (63% reduction)  Company licenses reduced from 33 days to 11 days (67% reduction)	The team will be able to process applications fast enough to eliminate their backlog and stay ahead of the demand level.  Customers will experience a clearer, simpler application process, and will receive their credentials and be able to do business in a timelier manner.

Major Improvement	HOW it was accomplished
Streamlined process	Eliminated multiple delays in process and reduced handoffs between staff members
Online process	Ability to leverage one primary computer system to standardize workflows, better integrate with other systems and improve reporting capabilities
Revised customer friendly application	Updated application with updated instructions resulting in less errors made by customers and rework by staff

### Current State Process Map



### Future State Process Map

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