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Lean Ohio Kaizen Event Fact Sheet

Issue: Currently the Ohio Department of Insurance Enforcement process is time consuming, paper based and requires multiple systems leading to a lack of consistency, transparency, and accountability.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Insurance Enforcement Process January 26-30, 2015	• Reduced steps from 174 to 60 (66% reduction). • Reduced handoffs from 36 to 14 (61% reduction).	• Enforcement Consent Process reduced from 60 days to as few as 15 days (75% reduction). • Projected redirected staff hours to core mission work of 1,300 hours per year. • Potential paper reduction of 170,000 pages a year.	Streamlined enforcement process will bring faster resolution to complaints regarding insurance agents and agencies.

Major Improvement	HOW it was accomplished
The Ohio Department of Insurance Enforcement Process will be converted to a paperless process	Files will be uploaded into a central database that is accessible to all four divisions to cut down transfers of hard copy files. The use of the ODIIS Gateway portal will reduce processing time.
Enforcement process is more efficient	Leveraged the existing automated process to include seamless routing of information and eliminate batching.
Centralized case tracking	Give all four divisions visibility and employed integrated dashboards to track case status and provide transparency to staff. Automatic notifications will eliminate the need for manual tracking.
Enhance communication among four divisions	Documenting the process gave all four division's knowledge and understanding of the workflow and allowed for the workload to be more evenly distributed.

Current Process Map
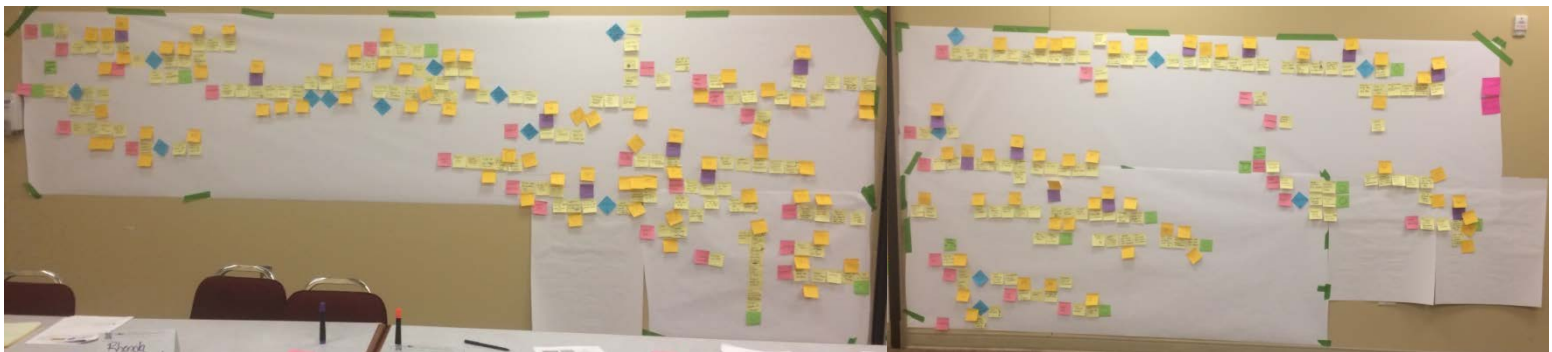
Future Process Map

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