

WisDOT Lean Government Initiative Status Update



October 27, 2015

WisDOT Board of Directors



Lean Announcements



WisDOT Update



- ❧ Project status update
 - ❧ 15 planned/ active projects
- ❧ Status of three LDP projects from last year
 - ❧ Policy research – selected recommendations under implementation in coordination with strategic
 - ❧ DT25/contract signatures for let projects – under implementation
 - ❧ PECFA and demand management
- ❧ Four new LDP projects scheduled to begin next month
 - ❧ TEA grant application process
 - ❧ Acquiring, disposing and modifying building inventory
 - ❧ Motorcycle program reimbursement of contractors
 - ❧ DMV cash reconciliation

WisDOT Update



☞ Training update

- ☞ Sponsor training – 12 sessions scheduled through June 2016
- ☞ Statewide contract for Lean Training was extended
- ☞ DOA is finalizing dates through June, 2016
 - ☞ Yellow Belt training
 - ☞ Green Belt training
 - ☞ Black Belt training
 - ☞ Kepner-Tregoe

☞ Outreach

- ☞ FY 2015 Lean results provided to DOA and published to Lean Internet page
- ☞ WisDOT Lean site is featured resource for October through Lean Forum

Lean project results



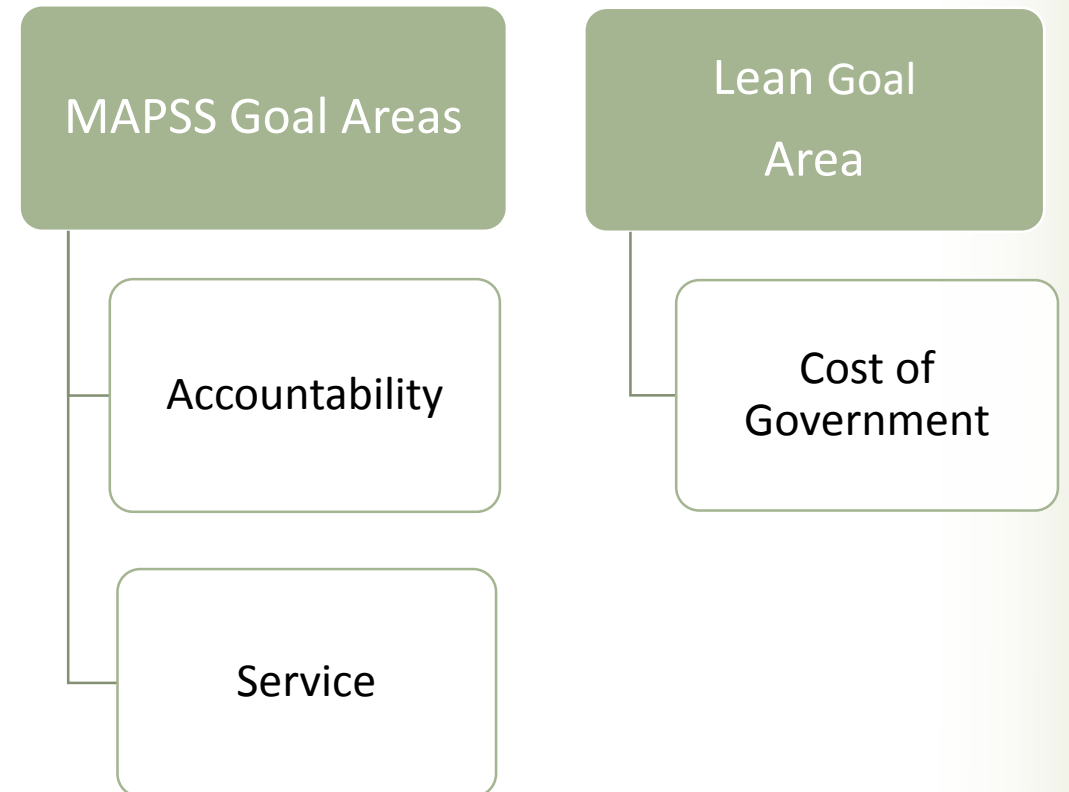
Late Title Report

Kathy Bryant- Business & Consumer Services Unit
Division of Motor Vehicles

Issue and goals – Late Title Report



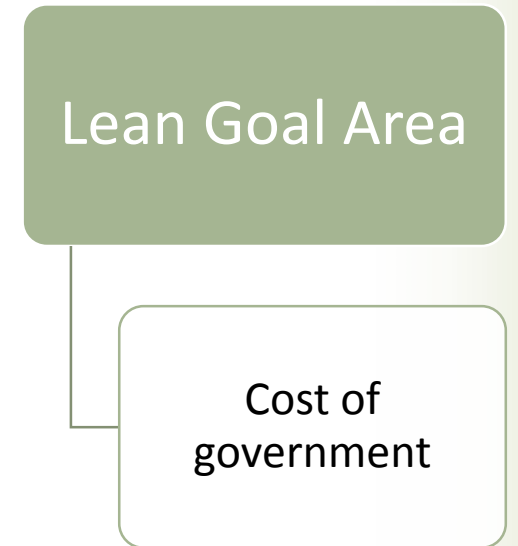
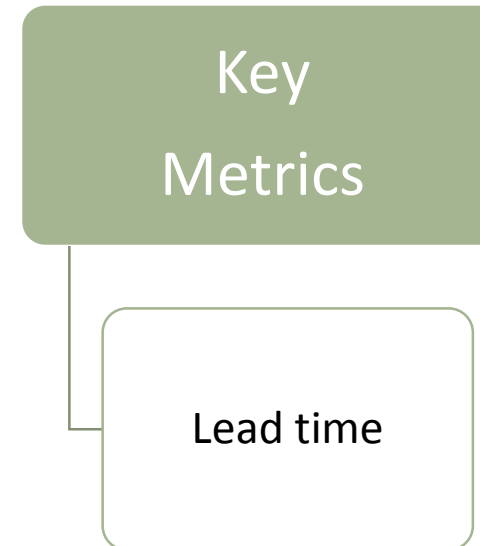
- ❧ To improve services for our customers and increase the efficiency of resource the DMV allows dealers and their agents to process title work
 - ❧ The DMV creates a monthly report for inspectors that highlights third parties that have not met statutory requirement for processing titles
 - ❧ This ensures accountability to state law that requires dealers process titles within 7 business days.
- ❧ Creating this report took 7 to 9 hours each month
 - ❧ Manual manipulation and keying of data
 - ❧ Data from several different sources in different formats
- ❧ Project goals
 - ❧ Decrease the amount of time needed to complete this report



Results and next steps – Late Title Report



- As a result of changes made to incoming data
 - Decreased the monthly time commitment to 10 minutes.
 - Decreased complexity has led to easier training
 - Reduction in keying data reduces chances of error
- Next steps
 - Cross train additional staff on new process to ensure business continuity
 - Add financial information



Lessons learned



- ❧ When Lean projects focus on processes that happen only a few times a year they take longer
- ❧ It is possible to work with outside entities
- ❧ Don't confuse long-term processes with inefficiency