# WisDOT
# Lean Government Initiative
# Status Update

June 11, 2013

WisDOT Board of Directors
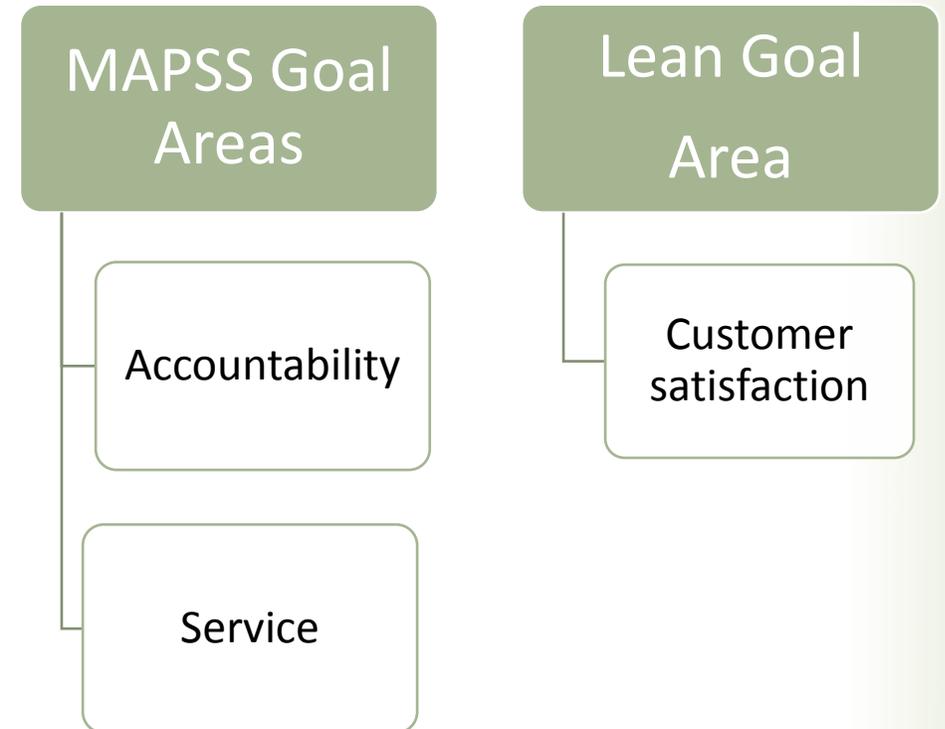
# Lean project results

## DMV Phone Bank Quality Assurance

Mark Snider, Division of Motor Vehicles

# Issue and goals – DMV Phone Bank Quality Assurance

- DMV receives 1.1 million phone calls annually
  - DMV tracks wait time, but has done little to track quality of phone services
  - Identified as high opportunity for improvement in customer satisfaction survey
- Project goals
  - Ensure accurate information provided to customers
  - Establish baseline for quality of service
  - Ensure timely phone service

| MAPSS Goal Areas | Lean Goal Area |
|---|---|
| Accountability | Customer satisfaction |
| Service | |

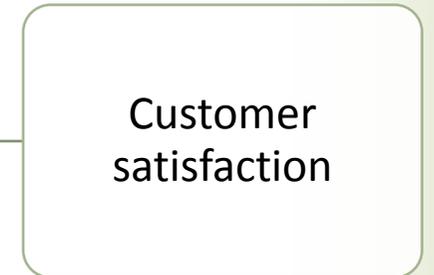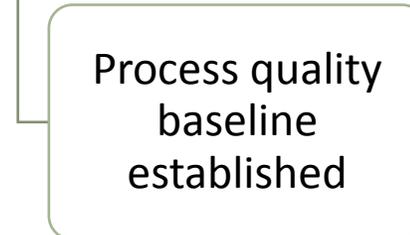# Results and next steps – DMV Phone Bank Quality Assurance

- Results
  - Improved audit methodology
  - Technical skills score improved from 97.6 percent to 98.1 percent
  - Reduction in call escalation
  - Created baseline to evaluate the impact of future projects
- Next steps
  - Leverage baseline information to measure results of future quality initiatives within DMV

**Key Metric**

Process quality baseline established

**Lean Goal Area**

Customer satisfaction

# Lessons learned

CB

ᘍ This project had positive unintended improvements related to call escalation.

- ᘍ If we had the baseline information, we would be able to quantify reduction in call escalation
- ᘍ Customer satisfaction is a difficult aspect to roll-up

ᘍSometimes, there may not be much room for improvement in a process – unless you have the data, you may not be able to discern this

# Looking ahead

Lean projects kicking off in June include:

- (DTSD) Project closeout material certification lead time
- (DTSD) Project closeout payroll clear date lead time
- (DTSD) Project closeout process Lean work group 5 – project tracking
- (DTSD) Project closeout process Lean work group 6 – let project sections in manuals
- (DSP) In-custody arrest report review process
- (EXEC/OPBF) Out of state travel process

# Questions & Comments

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*Lean results are published to: http://www.dot.wisconsin.gov/about/performance/lean.htm*