

## Clear process for licenses and registrations is saving time for staff and customers

**Agency:** Ohio Environmental Protection Agency

**Process:** Division of Materials & Waste Management -- Licenses and Registrations

**Project:** DMWM Kaizen

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**Team Members:** Brian Dearth, Leanne Greenlee, Debbie Kellough, Greg Howard, Tracy Buchanan, Phil Farnlacher, Fanny Haritos, Holly Hillyer, Jeremy Carroll, Kelli Foreman, Jeff Hurdley, Curtis Delong, Rich Fox

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**Problem:** Tremendous variation in the license and registration process across the districts and state.

**Biggest Change:** The team developed and documented a standardized and streamlined process across the state, with roles and responsibilities defined.

**Other Changes:** A formalized outreach process is now in place for customers. • Forms were mistake-proofed (poka-yoke) to ensure that only required information is requested. • Format of the paper forms was revised for ease of completion by applicants -- and these revised forms will be mirrored when electronic versions are finalized.

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**Steps - Baseline:** 311

**Steps - Projection:** 123

**Decision Points - Baseline:** 39

**Decision Points - Projection:** 23

**Waste - Actual:** Eliminated 47 of 48 points of waste in the process

**Redirected Hours - Projection:** 915

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