

Wisconsin Lean Government Initiative
Annual Report
July 2014 – June 2015
Department Results



Licenses. Improvements are needed to how these permits are processed to address issues associated with consistency, accountability, and customer satisfaction.

c. Process Improvements Recommended:

- i. Streamline and improve routing of permits through deployment of an electronic form.
- ii. Develop a website for applications.
- iii. FAQs to support the process.
- iv. Develop a process to route, process, and track applications.

d. Savings:

- 1) Expected Time Saved: 12 hours per application, and a minimum of 1,188 hours annually.
- 2) Expected Lead Time Reduced: 14 days per application.
- 3) Expected Customer Satisfaction Improvement: Customers want faster approvals and online submittals. Implementing improvements should improve customer satisfaction.
- 4) Process Simplified: 8 steps eliminated.

6. Project Name: Well Driller and Pump Installer License Renewal

a. Problem Statement: Well Driller/Pump Installer License Renewals take too much staff time and cost the agency too much.

b. Business Case for Improvements: The current license renewal process is almost entirely paper-driven. It includes mailing paper renewal forms to approximately 1400 licensees, receiving paper responses and license fees, manual data entry of submitted form data, remitting checks and mailing paper licenses. The team was charged with identifying opportunities to communicate by electronic mail and the internet, and collect data on fillable forms. These opportunities are expected to reduce mailing and data entry costs, increase quality of information received, and reduce staff time interpreting/verifying handwritten information.

c. Process Improvements Recommended:

- i. Consolidate multiple licenses onto one form.
- ii. Consolidate licenses onto one license card.
- iii. Eliminate unnecessary data entry.
- iv. Eliminate unnecessary questions on form.
- v. Automate process in future phase.

d. Savings:

- 1) Expected Time Saved: 10 hours annually.
- 2) Expected Lead Time Reduced: 7 days per renewal.
- 3) Expected Customer Satisfaction Improvement: Currently 65% customer satisfaction rate. Team expects a minimum customer satisfaction rate of 85% after the improvements are implemented.
- 4) Process Simplified: 4 process steps eliminated.