



Dishonored Check Payment

Administrative Services Division

Implemented December 2013

By thinking Lean we reduced customer wait time by **over 23 hours**

Problem

Customers attempting to reinstate their license after payment with a dishonored check (DHC) had difficulty getting the process completed the same-day.

Causes

- The DHC desk processing reinstatements was frequently interrupted by calls from customers with other inquiries.
- The procedure for handling reinstatements was not standardized, and varied amongst employees. Additionally, a lack of cross training meant that reinstatements could not occur if certain personnel were unavailable.
- Customer instructions for DHC reinstatement, in letter and phone message formats, were lengthy and contained information that the customer did not need.
- The paper log used for tracking calls was cumbersome and difficult to keep organized.

Solutions

Standardized DHC reinstatement procedures have been created, with desk manuals given to employees. Cross training has been provided to personnel amongst three areas, ensuring service to customers when the DHC desk employee is occupied. The reinstatement letter and phone message have been revised to provide customers with all necessary information in the shortest format possible. A call log was developed, in electronic format and in a shared file so that all employees have access and can follow call progress.

Results

