



Engineering: Application and Supplemental Document Process

Business and Professions Division

Implemented December 2014

By thinking Lean we

reduced the Annual Touch Time by 7.4 hours

Problem

The board of Professional Engineers governs the issuance of engineer licenses. The program receives hard copy applications with several attachments: about 2500 annually. Once the application is complete, including third party verifications regarding experience and educations the program authorizes the applicant to take the necessary exams. This program will be receiving an imaging system. In an effort to get ready for the transition to imaging all documents the process needed to be analyzed and streamlined.

Causes

- Backlog and waiting due to only one person processing background checks.
- Steps in the process that did not add value.

Solution

- The background checks piece of the process was moved to the investigations unit which has three team members processing background checks.
- Eliminated the "No Show" letters to applicants that did not show up for their scheduled testing time.
- Eliminated printing a diagnostics report that was only filed away.
- Reduced the Law & Ethics retake waiting time. This does not effect out touch time but will allow applicants to retake and register for the state exam sooner.

Results

