



# Financial Responsibility Hearings

*Programs and Services Division*

*Implemented March 2014*

*By thinking Lean we reduced process steps **by 66%***

## Problem

The DOL Hearings Unit handles approximately 900 financial responsibility hearings per year. They occur after an uninsured driver has been in an accident. The process contained wait time dependent upon staff availability, and included unnecessary handoffs and processing.

## Causes

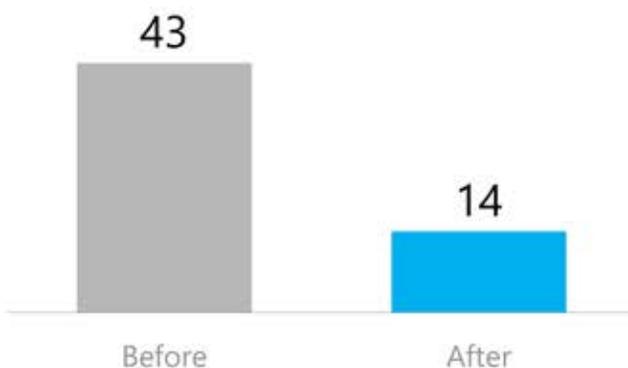
- One employee in the Hearings Unit was trained to do financial responsibility hearings, meaning the process came to a stop when that individual was unavailable.
- The Hearings Unit would hand off discovery document requests to imaging, adding time to the process.
- Having multiple electronic files of discovery documents was cumbersome and difficult to keep organized.

## Solutions

Cross-training was provided to other Hearings Unit employees, ensuring continuation of the process regardless of employee availability. Discovery documents are now imaged by Hearings Unit staff, bypassing the handoff to imaging and cutting down wait time. New sub-folders were created in imaging for discovery documents, resulting in more organized and easily-accessible documents.

## Results

Reduced Process Steps by 66%



Cut Cycle Time Minutes in Half

