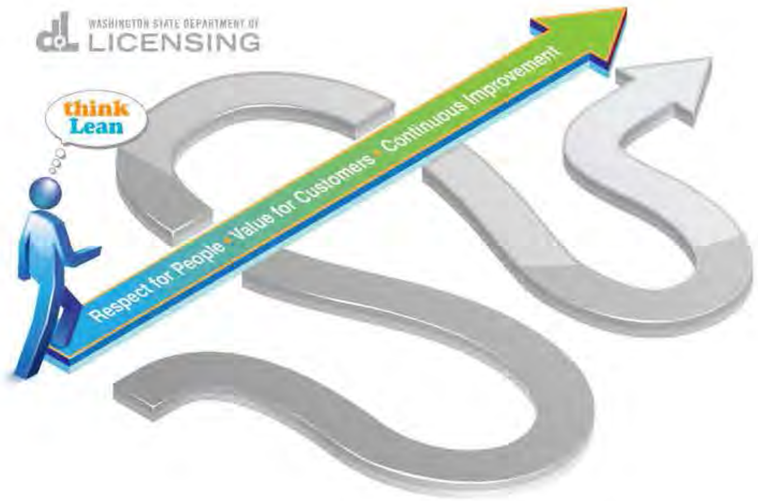


Firearms Application

Administrative Services Division

Implemented December 2013

By thinking Lean we will

*save an estimated **$1,244 per month***

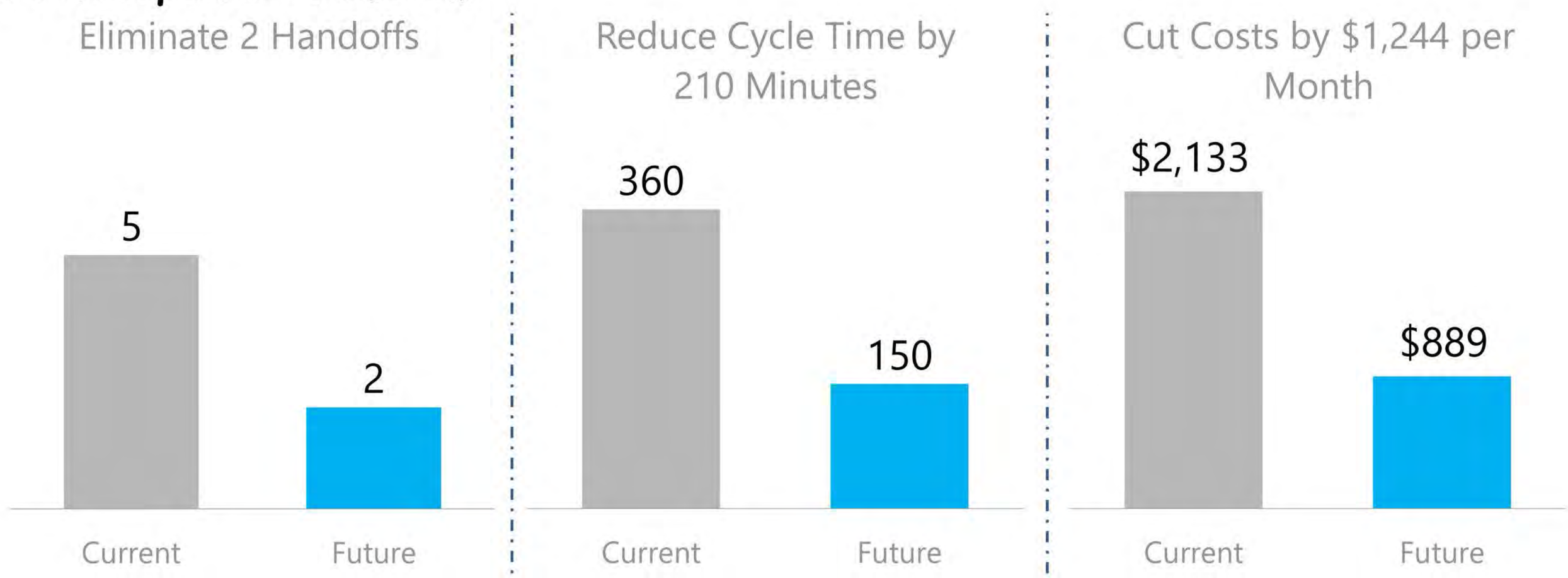
Problem

The DOL Mail Center receives applications from licensed firearms dealers when they sell or transfer a firearm. The process for dealing with the applications included inefficiencies and backlogs, which resulted in higher costs, unnecessary handoffs, and greater cycle time to complete.

Causes

- Several bottlenecks occurred in the handling process that would stop or delay the processing of applications.
- No standardized application mailing process was in place for licensed firearms dealers.
- Semi-annual contracts for intra-DOL mail had high costs.

Solution

The workflow of the Mail Center was adjusted to ensure continuous processing of applications. A "Do Not Fold" campaign was launched to provide customers mailing the applications with instructions on best mailing techniques. Additionally, an imaging solution is being examined by multiple divisions.

Anticipated Results