



Funeral and Cemetery Desk Audits

Business and Professions Division

Implemented April 2014

*By thinking Lean we decreased cycle time by **35 days***

Problem

Funeral establishments and cemeteries file three types of trust fund reports to DOL within 90 days of their fiscal year end. DOL audits these reports, which can take up to nine months. Data from the annual reports is used to feed the following year's forms, meaning audit delays can negatively impact future reporting by businesses.

Causes

- Not all staff available were conducting audits, and there was a lack of standardized process from intake to completion.
- Desk audits were not prioritized to ensure completion prior to scheduled field audits.
- Report forms were complex, did not follow a standard format, and had separate pages of instructions.
- Report forms were provided via paper copy, mailed from DOL to businesses, adding time and expense to the process.

Solutions

All Funeral and Cemetery Desk staff are now trained to complete desk audits, and prioritize them according to the field audit schedule. Report forms have been simplified, with instructions in the form and structured according to a standard accounting form outline. The DOL internet site now features the forms for download, eliminating the need to print and mail the forms to businesses.

Results

