



# Licensing Service Office End of Day Check-out

*Customer Relations  
Implemented January 2015*

*By thinking Lean we  
reduced the Annual Touch Time by 2,644 hours*

## Problem

Licensing Services Office's (LSO's) conduct a "check-out" of cash drawers at the end of each day. The designated checkout person and a Licensing Service Representative (LSR) followed a well-documented procedure designed to be used statewide (333 LSR's) to ensure proper handling of state funds. This process had been the same for a very long time and was very cumbersome.

## Causes

- Checkout person double counted cash drawers for the entire office. Causing a long wait time to cycle through each LSR's cash drawer.
- Two employees work on closing out the office while the rest waited for their turn.
- Calculations were done by 10 key calculator and printed out several times.
- Multiple page reports were printed and were never used.

## Solution

- LSR's trained to count out their own cash drawer and then turn into the checkout person.
- Use automated alternatives to some manual calculations and reduced printing of unnecessary reports.
- Now there is more employees on the counter serving customers reducing customer wait time and Supervisors now have time to focus on end of day reporting and bank deposit.
- In these process changes we looked at risk versus reward to ensure that the Department maintains a high level of integrity in the accountability of public funds collected.

## Results

