



Medical Re-Exam Process

Customer Relations

Implemented July 2014

By thinking Lean we

ensured over 90% of re-exams are available in the imaging database

Problem

- Medical (Rx) folders have incomplete information in them
- Images stored in more than one location, over 6000 images not completed
- Incomplete re-exams, multiple divisions involved

Causes

- No standard process
- No performance measures in place to determine if process is working

Improvements

- Streamlined and centralized imaging of Re-exam documents by Dept of Licensing headquarters staff
- Standardized process for both Headquarters and Field Office staff

Results

