



Motor Pool Payments

Administrative Services Division

Implemented January 2014

By thinking Lean we
reduced billing turn around by **16 days**

Problem

The Department of Licensing makes monthly payments to the Department of Enterprise Services (DES) for the use of motor pool vehicles for official state business. Motor pool payments were not being paid in a timely fashion, resulting in extra costs and impacting budgets.

Causes

- Motor pool mileage reporting deadlines were not met, and the impact of late reporting was not understood by those in the process.
- Duplicative work occurred between divisions, resulting in unnecessary wait time.
- DES billings were not broken down by division, which resulted in incorrect invoicing.

Solution

Reporting deadlines were communicated. Division coordinators were identified to examine billing, and to complete the process established in policy. Duplicative work has been eliminated between Finance and the Agency Travel Coordinator. DOL's org structure was communicated to DES, so billings are now accurately broken out by division.

Results

Reduced Billing Turn Around by 16 Days

