



Open Competitive Process for Sub Agent Selection

*Customer Relations
Implementing*

By thinking Lean we will

Ensure standard and fair selection of vehicle licensing subagents

Problem

The state has 39 county auditors (nine of which currently do not have subagents) who recommend the appointment of subagents through an open competitive process. The department processes approximately four applications a year.

Causes

- Sub Agent recruitment process generally described in policy
- No standardized process used by County Auditors
- Each Sub Agent application varies which makes approval/denial by the Director challenging

Solution

Develop standardized checklists and guideline at different points in the process to create standardization
Deliver a communication plan to all the county Auditors and Sub Agents to communicate the preferred future

Anticipated Results

