



Pistol Transfer Application Process

Business and Professions Division

Implemented October 2014

By thinking Lean we improved the pistol transfer application process

Problem:

- On average, DOL receives 166,000 pistol transfer applications per year.
- DOL is only able to process an average of 11,300 per year with six full time staff.
- Approximately 36% of time is available to process pistol transfers.

Causes

- Pistol transfer applications backlog dating back to May 2013.
- Average increases to Pistol Transfer Applications of 23% since 2012.
- Staff turnover and resource constraints.

Solution

- Send incorrect applications back to Dealers earlier.
- Reorganized the work area to make the process easier and quicker.
- Hired temp staff for pilot.
- Improved the letter that goes to Dealers.
- Eliminated archives / retention for pistol transfer applications.

Results

