



# Real Estate Course Approval

*Business and Professions Division*

*Implemented May 2014*

*By thinking Lean we increased customer satisfaction*

## Problem

Review and approval of courses offered to real estate agents is conducted by the DOL Real Estate Education Unit. The old process contained outdated requirements and inefficiencies, costing both DOL and applicants extra time and expense. Additionally, applicants were frustrated by the process, as evidenced by their complaints. Currently there are 1,613 courses being offered.

## Causes

- Each applicant was asked to submit two paper copies of their course material, costing them time, materials, and postage.
- The Real Estate Education Unit had to store the paper copies on site in the event of a public disclosure request, occupying office space.
- Applicants considered the process to be antiquated and inefficient.

## Solutions

The Real Estate Education Unit updated their requirements for course approval, requesting the applicant to send one hard copy of the proposed course. This eliminates applicant costs of extra time, materials, and postage. In addition, the need for storage space has been reduced. Customers have responded to the new process with positive feedback. The Unit hopes to move to electronic applications and storage in the near future.

## Results

