



# Release and Transfer Process

## Real Estate Brokers

*Business and Professions Division*

*Implemented June 2014*

*By thinking Lean we*

*improved the form and workload efficiencies*

### Problem

Some license transfers took up to a month to be issued. Sometimes the licensees had already moved firms a second time before DOL was able to process their first transfer.

### Causes

- Approximately 20% of the time we receive up to three duplicate applications.
- Approximately 50% of the applications were incomplete.
- One reason is we require the customer to submit two separate documents.

### Solution

- Reprioritized workload based on demand and daily resource assignment.
- Modified the form to make it user friendly and clear to the customer.

### Results

