



# Specialty Plate Design

Programs and Services Division

Implemented Jan 2015

By thinking Lean we  
cut process steps in **half**

## Problem

DOL partners with Correctional Industries, Washington State Patrol (WSP), and the Department of Transportation (DOT) to approve a specialty license plate design for sponsoring organizations. On average, the process takes six months to complete, delaying revenue generation from sales and threatening compliance with legislative implementation deadlines.

## Causes

- Unclear design specifications for sponsoring organizations resulted in rejected design submissions and rework.
- Plate samples were sent directly to DOL, who then had to coordinate with DOT and WSP for design approval.
- Process steps for meeting legislative implementation deadlines were unclear and not consistently communicated in a timely manner.

## Solutions

Clear guidelines for specialty plate design are being developed so that sponsoring organizations can meet requirements upon first submission. Plate samples will go directly to DOT for approval and WSP has agreed to give DOL the role of testing reflectivity and legibility of plates. DOL will clearly communicate criteria for legislative implementation, earlier in the process, giving sponsoring organizations ample time to request approval.

## Results

