



Updating BPD's Program Website

*Business and Professions Division
Implemented*

*By thinking Lean we
reduced process steps **by 33%***

Problem

There are 50 updates per month to the BPD program websites. These include updates to agendas, meeting minutes, disciplinary actions against licensees, audio recordings, and address changes. The process for submitting these requests varies throughout program areas, and there may be more than one person with this role in a program area. There were too many steps and handoffs in the process.

Causes

- Some BPD website updates are routed from BPD program staff to Communications & Education, to BPD Administration staff for review, and then back to C&E for processing with a cc: to the BPD program area.
- The same process isn't used consistently between all program areas within BPD.

Improvements

- Eliminated a review and approval of web updates for: agendas, minutes, disciplinary, audio, and address changes
- Developed training on the process of updating the website

Results

