



Hulk Haulers, Vehicle Wreckers, and Scrap Processors Inspection Process – DOL/WSP

*Business and Profession Division
Currently Implementing*

By thinking Lean we will

*reduce the Cycle Time by **17 days** per new application*

Problem

Hulk Haulers, Vehicle Wreckers, and Scrap Processors apply for business licenses with the Department of Licensing. The process also involves Department of Revenue, and law enforcement agencies (either a local Chief of Police or the Washington State Patrol). An average of 168 new applications are processed every year. For the last 15-20 years, there has been interagency confusion about the inspection requirements. This caused delays in the process, rework, and ultimately lack of uniformity and safety for the public.

Causes

- Unclear roles and clarity of the process across all partners.
- Inspection process noted on forms, instructions (online manuals), conflict the RCW's.
- RCW language not consistent between Hulk Haulers, Vehicle Wreckers and Scrap Processors and the WAC conflicts RCW.

Improvements

- Clarify roles and responsibilities.
- Standardize the process to include application updates, inspection checklists, flow charts and timelines.
- Work together to ensure consistent and accurate regulatory information on all partner websites.

Anticipated Results

