government Lean initiative YEAR ONE CELEBRATION #thinkLeanRI
agenda

overview of year-one progress

agency report outs

overview of mentor program

mentor update

next steps
Total staff trained: 1777
Ambassadors: 39
Agencies: 24
Steering committee: 20
Business mentors: 19
Reviews: 54
DMV: title run

WHAT
workflow process after title has been held in a 28-day holding queue

WHO
14 member team: DMV, DoIT

WHY
time between print date and mail date averages 8 days
GOAL

decrease title idle time

RESULTS

8 DAYS → 2 DAYS

expedited processing PM:AM

Prioritized Mailing
DBR: liquor license

WHAT
application, renewal process across various customer segments

WHO
7 member DBR team

WHY
inefficient, time-consuming process to attain a liquor license
liquor license (continued)

GOAL
simplify, expedite license issuance

RESULTS

55 STEPS ➔ 48 STEPS

120 DAYS TO ISSUANCE ➔ 105

digitized file storage
DOR: good standing

WHAT
applying for a letter of good standing (LOGS)

WHO
8 member DOR team

WHY
inefficient application process that results in delays in issuance
good standing (continued)

GOAL
simplify, expedite LOGS issuance

RESULTS

34 DAYS ➔ 24 DAYS
GOOD STATE
less documents & correspondence

7 DAYS
GREAT STATE
online support & application

1 DAY
GREATEST STATE
government LEAN initiative

YEAR ONE CELEBRATION

mentor overview & update

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