

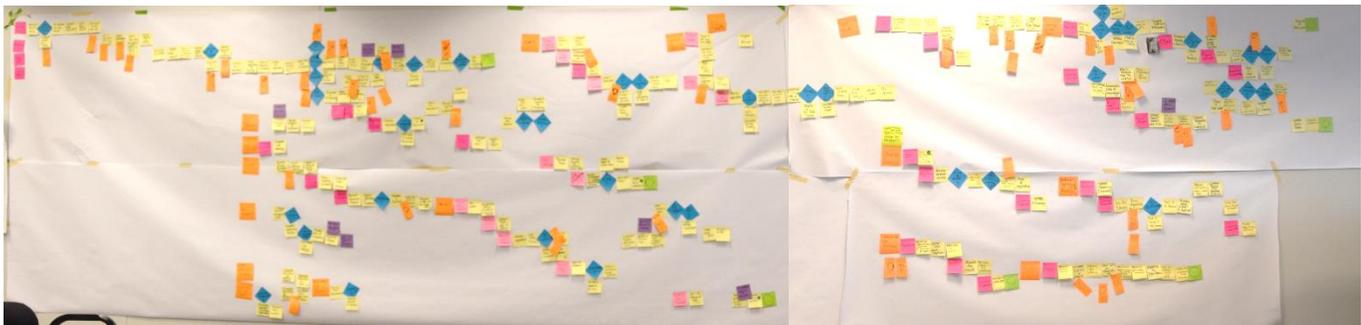
## LeanOhio Kaizen Event Fact Sheet

**Issue:** A lack of standardization in the licensing process led to communication and process breakdowns – delaying the issuing of licenses and causing frustration among customers and staff.

Department	Changes to Process	Metrics	As a Result
<b>Ohio Pharmacy Board</b> Pharmacy Licensing July 13-17, 2015	<ul style="list-style-type: none"> <li>Reduced steps from 238 to 42 (82% reduction)</li> <li>Reduced decision points from 41 to 7 (83% reduction)</li> <li>Application reduced from 18 pages to 4 pages (78% reduction)</li> </ul>	<ul style="list-style-type: none"> <li>Process lead time for basic applications reduced from 21 days to 5 days (76% reduction)</li> <li>New process will redirect over 7,000 work hours per year due to efficiency</li> <li>Cost reduction from mailing and paper estimated at \$50,000 per year</li> </ul>	Basic license applications will go through 16 days faster on average as Pharmacy Board moves to electronic processing

Major Improvement	HOW it was accomplished
Faster processing of Pharmacy Board licenses	Created a simpler application to ensure higher initial quality. Online system will not accept incomplete applications. Paper use will be significantly reduced.
Standardized Pharmacy license process	Clearly defined roles and expectations.
Less confusion and fewer errors when completing licensing applications	Reduction of classifications and better definitions will add efficiency and clarity. Barcode system will automate the tracking of records.

### Current Process Map



### Future Process Map



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