Team Information

Project Name

Let's Stop the Docs

Team Members

Minimum: 3; Maximum:10

	Name	Department	Division
1	Deanne Aholt	Revenue	MV/DL
2	Lillian Hinkson	Revenue	MV/DL
3	Stacey King	Revenue	MV/DL
4	Mindy Piper	Revenue	MV/DL
5	Ranette Ray	Revenue	MV/DL
6	Kristin Ridenhour	Revenue	MV/DL
7	Paige Robinson	Revenue	MV/DL
8	Amber Smith	Revenue	MV/DL
9			
10			

Your Pitch

What problem are you addressing? (No more than 200 words)

The problem we are addressing is that title transactions processed in license offices are generating too many errors, which prevents the citizens of Missouri from receiving their certificate of title in a timely manner. This results in large backlogs of title production error briefs at the central office, as well as an increased volume of calls from customers. The largest percentage of these errors occurs when the license office realizes the transaction is incorrect or incomplete after the transaction has already been processed. The license office must then put a stop (DOC 77) on the transaction to prevent a certificate of title from issuing. The license office will send the transaction to the central office for a secondary review or collect from the customer any documents needed to correct or complete the transaction. However, the license office frequently stops transactions incorrectly, incompletely, or in error. This creates unnecessary or unworkable title production error briefs at the central office, causes documents to get lost, and further delays the issuance of titles.

What is your primary measure for impact?

Primary measure	Current Status	Target
The amount of DOC 77 title production error briefs generated by license office transactions.	In 2018, DOC 77 title production error briefs accounted for approximately 25% of all errors created by license office transactions.	With our proposed solution, we intend to reduce the overall amount of DOC 77 title production error briefs generated by our targeted license offices by 5%.
	Status of targeted offices during baseline data	**Actual Outcome**
	During our baseline data collection period of November 2018 - February 2019, approximately 12% of transactions processed in the office generated a DOC 77 error brief.	The overall amount of DOC 77 title production error briefs were reduced by an average of 10%.

* Measures should follow SMART principle: Specific-Measurable-Actionable-Relevant-Timebound.
OA's guidance on performance metrics

What is the root cause of the problem? (No more than 200 words)

The problem of high license office error rates is a very complex one with many causes that requires more than one solution. The root causes of the problem we are addressing are insufficient license office training, a lack of communication between the license offices and the Motor Vehicle Bureau, and high license office turnover rates.

What is your proposed solution? (No more than 200 words)

Our solution to this problem is to improve and refine the current DOC 77 process by eliminating unnecessary steps and refinining lengthy steps, providing our five targeted license offices with efficient, standardized training resources, and to open the lines of communication between the license offices, MVB, and the License Office Bureau (LOB).

Project Plan

What are the major activities and milestones to deliver your solution? (Additional steps may be added)

	Activity	Milestone or deliverable	Due date
1	Data collection	Decide which data we want to gather/monitor, gather sufficient baseline data, ensure all related data is being tracked.	April 2019 - June 2019
2	Create a new DOC 77 process	Review current DOC 77 process to identify areas of refinement and improvement. Map out steps of new process.	July 11th, 2019
3	Update license office procedures	Modify current DOC 77 procedure available to license offices to reflect the new process. Get approval from MVB Administrator, LOB Manager, and Division Director.	August 8th, 2019
4	Create training materials for license offices	Create presentations, checklists, and other resources that will be made available to license offices on day one of the project.	August 13th, 2019
5	Meet with license office managers, field coordinators, and LOB to discuss the scope of the project	Host WebEx meeting with all parties to outline the new process and the training resources available.	August 27th, 2019
6	Get training materials to targeted license offices	Mail necessary resources to targeted license offices as well as work with LOB to make sure resources are available to license offices online.	September 3rd, 2019
7	Get feedback from license offices	Check in with license office managers and field coordinators via WebEx meetings to determine if process/resources are working or if anything needs to be modified.	Ongoing (bi-weekly throughout the life of the project)
8	Analyze data to determine efficacy of the project	Gather related data to determine if the new process is more effective than the old one.	February 2020
9	Implement the project throughtout all license offices in the state of Missouri	Meet with field coordinators and LOB administration to determine the best strategy for implementing the new process.	December 2nd, 2019
10	Get feedback from all license offices in the state and answer questions about the new process	Meet with the license offices on a monthly basis to answer questions and ensure process is effectively implemented.	Ongoing (monthly until new process is effectively implemented)
11	Analyze data to determine efficacy of the statewide rollout	Gather related data to determine if the new process is being used effectively in all license offices.	April 2020

Required Resources and Support

What is the expected project duration? Choose one from the list below.

Long term (> 6 months)

How many people will be required to finish the project in the given duration? Choose one from the list below.

Large (>6 people)

Does your project require any specialized skills to complete? If so, explain. (No more than 50 words)

No

Does your project require any statutory change to complete? If so, explain. (No more than 50 words)

No

Will the costs of the project exceed your current budget? If so, explain. (No more than 50 words)

No

Are there other important factors for successful implementation of your project? (No more than 50 words)

The support and collaboration between field coordinators, LOB, MVB, and the license offices will be necessary for success.

Additional Materials

Please list any additional materials you have provided.

	Brief description
1	Critical/Non-Critical Error List and Quick Reference Guide
2	Vocabulary Cheat Sheet
3	Revised policy LP017