

Wildlife Management Lean 6 Project Charter

Project Name: Dog Training License Process
Date Chartered: September 28, 2012
Expected Completion Date: June 30, 2013
Team Leader: Frank Trcka

Team Goal/Mission: What is the purpose of the team?

Analyze the process we use to issue dog training licenses to our customers. Implement improvements that accomplish the following:

1. Improve customer service to dog trainers by improving delivery of information and licenses.
2. Develop a database to improve service to DNR staff and comply with open records requests from the public
3. Reduce amount of staff time required to issue licenses.
4. Process improvement should not compromise the intent and goal of issuing licenses.
5. Consistent application of the dog training and by WDNR staff.
6. Make the License application process customer friendly

Measure(s) to be used to determine success: How will we quantify our progress?

1. DNR Staff workload is reduced by 50%
2. Fees are deposited to the correct account 100% of the time.
3. Customers receive accurate information through the development of a comprehensive delivery tool by the end of the Project
4. 90% of License applications processed in less than 7 days (Lead Time Reduction – the time it takes to issue a license from the day it is received).
5. DNR staff will understand the options and requirements that exist for dog training through the development of a training program before the end of FY14. This will address consistency issues (i.e. when a license is required and when a license is not required)

Risks involved with process improvement:

1. Management support for staff time and funding available to implement the project particularly if the improvement is dependent on the participation of programs other than Wildlife.
2. The cost to implement the project
3. Not improving the process will maintain the existing inconsistencies, variable and unacceptable lead times, or increase staff workload. Status quo.
4. Making this project a high priority when there are high workload demands in other areas (wolves, deer, etc.).

Team Members:

JoAnne Farnsworth	Sara Kehrl	Tim Lizotte	
Dan Weidert	Scott Loomans	Adrienne Casper (CS)	
Cortney Schaefer	Deb Harder (Parks)	Tom Van Haren (LE)	Bob Nack

Issues to be addressed: What Problems or opportunities will the team solve?

1. Slow license processing time
2. Difficulty in providing customer information about training opportunities, property locations and boundaries, regulations, license required or not, etc.
3. Labor intensive process of issuing licenses.
4. Inconsistent application of dog training and trialing policies
5. Inconsistent license fee remittance procedures
6. Inconsistent forms of payment accepted
7. Inconsistent process for issuing licenses
8. Inconsistency across state regarding which DNR staff/program issues licenses

Support/Resource People: Who will we need assistance from besides the team members?

- Customer Service and Licensing
- WI Association of Field Trial Clubs
- WI Wildlife Federation Dog Committee
- Conservation Congress Dog Training Committee

Responsibilities and Boundaries:

What areas will the team look at and what areas will the team NOT look at?

- The team will look at all aspects of the license issuing process on a statewide basis.
- The team will not look at property specific regulations or issues