Improving Efficiency Through Partnerships

Indiana Bureau of Motor Vehicles

Delivering superior **customer service** and **reducing logistics expense**

Innovative public/private partnerships for today’s changing environment.
DMV Business Challenges

- High volume of branch transactions
- Long customer wait time
- Managing and controlling inventories
- Excessive inventory waste at the end of a life cycle
- Manual and redundant processes
- State budget and resources

Inherent Process Inefficiencies
Indiana BMV Project Goals

- Decrease branch transactions by 20%, year one
- Reduce registration and plate renewal cost per transaction
- Utilized a JIT production model for license plates
- Eliminate all license plate inventory in the system

“The zero inventory model is the future of license plates.” Mike Herron – PEN Products
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High Level Process Flow

Fulfillment Center at Midwest Presort

- Registrations Printed
- Plates/Registration Matched
- Stuffed & Mailed

Plate and Registration Mailed Directly to Motorist

Fulfillment Center IT Systems

Intellectual Technology, Inc.

- Plates Printed
- Applied to Aluminum
- Blanked
- QA & Boxed
- Shipped to Fulfillment Center
Project Timeline

March 2010
Pilot w/ small subset of plates (20%)

March 2010
Total quality approach and system visibility and tracking

July 2010
Proven customer acceptance

January 2011
Full scale for all plates

Escalated timeline based on initial success
Results

- Registration and Plate Centralization resulted in a reduction in per transaction cost of nearly $1.20 (average)
- Agency able to reduce required branch square footage in lease negotiations by an average of 144 sq. ft.
- Eliminate cost of shipping plates to branch locations
- Eliminate cost of performing inventory management and physical inventories at each branch location
Benefits

- Improved branch wait times for motorists
- Produce plates on-demand - pay only for what’s issued to motorists
- 100% accuracy in fulfilling plate and registration orders due to IT functionality
- Eliminated 100% of on-hand inventory and all accompanying inventory control issues
- Continuous improvement effort with correctional industries
  - Waste reduction initiative
  - Sticker printing on plates

One Source = Single Accountability
Thank You