

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

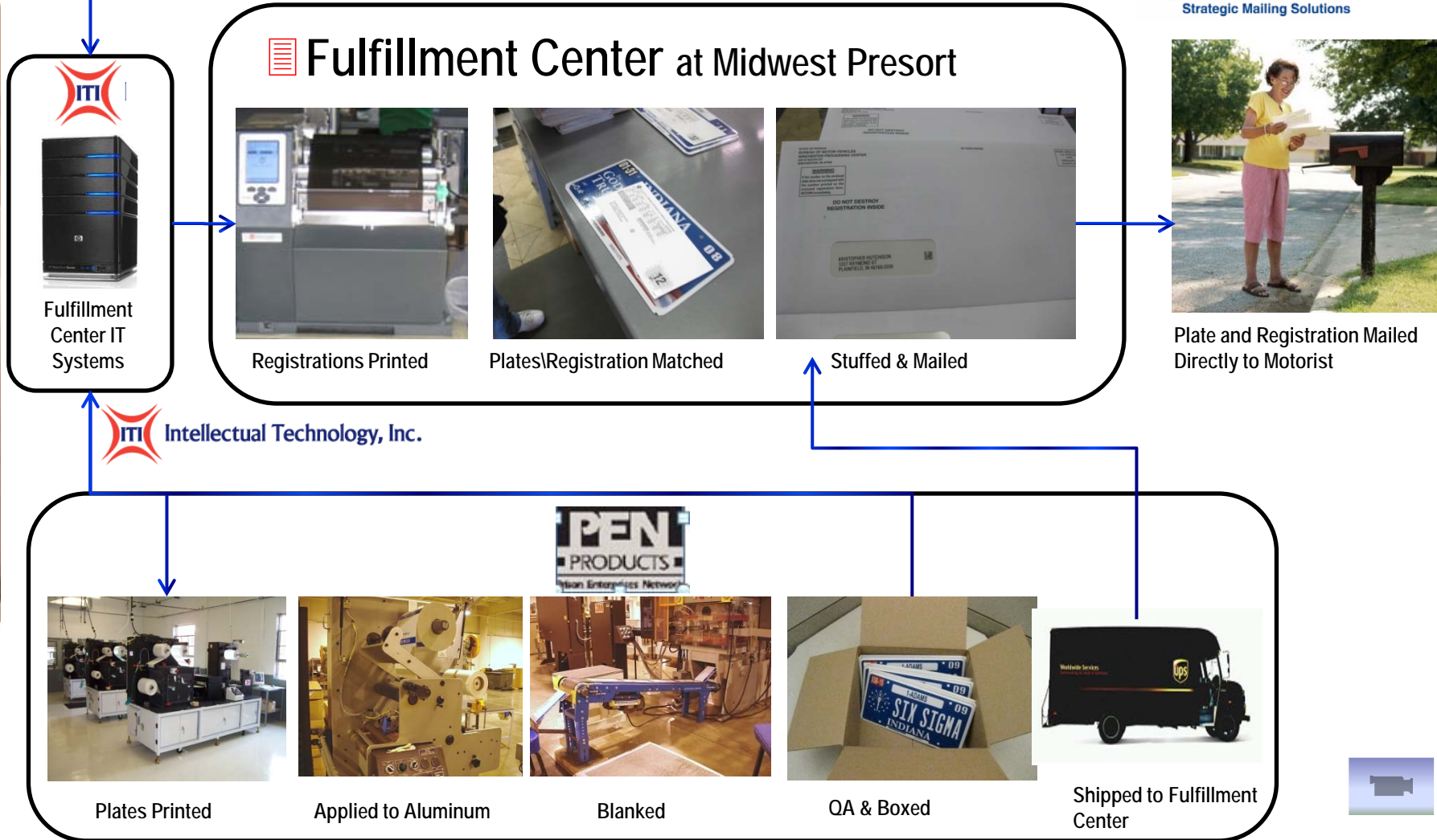


"The zero inventory model is the future of license plates." Mike Herron – PEN Products

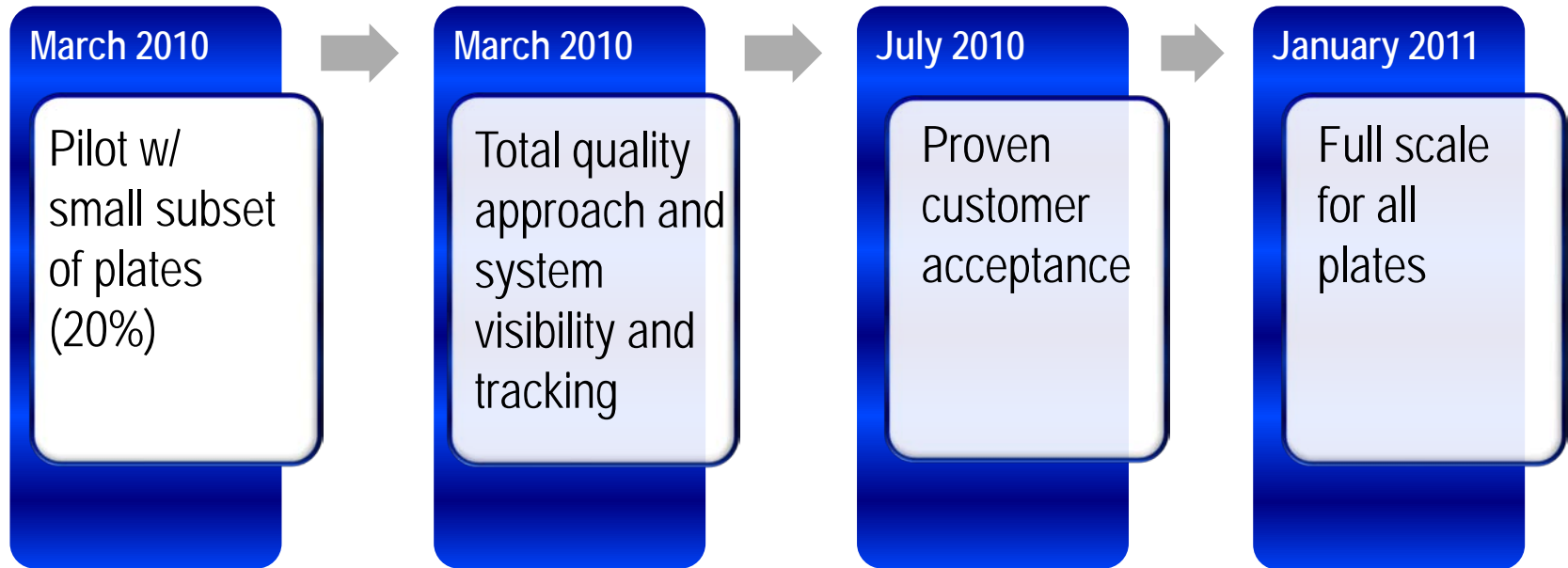




High Level Process Flow



Project Timeline



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



Saved Millions with Modernized Process



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

