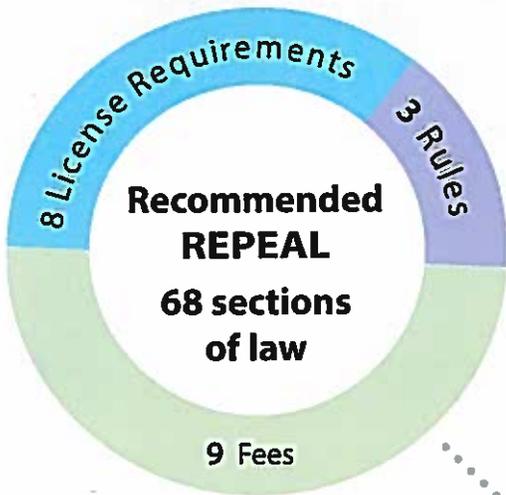


# MDARD. Striving for...



### Single Licensing & Inspection System

- Increase productivity
- Improve customer service
- Enhance citizen access

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Lean Process Analyses

- Eliminate Waste
- Increase Efficiency



Service  
COLLABORATION  
**CUSTOMER-CENTRIC**  
COMPLIANCE ASSISTANCE  
**PARTNERSHIP**  
Culture

100% of staff have a bi-weekly conversation with their supervisor to improve program and staff performance.

**Operation Excellence**

Individual model programs have experienced:

- >50% reduction in processing times
- >40% increase in quantity
- Confirmation of quality levels >90%

Removed 42% of impediments that stymie efforts to improve customer service.

Efficiency. Effectiveness. Value. Customer Focus.