



# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

## INDUSTRIAL COMMISSION

### Arizona's Self-Insured Businesses Benefit from Faster Renewals

The Industrial Commission set a goal to complete employer self-insurance renewal applications within 48 days of receipt, but a backlog of 28 applications, representing more than a third of a year's workload, was stifling progress. The agency implemented cross training of staff and properly preparing files for the next step in the process to eliminate waste. Using a huddle board to track daily progress, **staff eliminated the backlog within seven weeks** and are now **processing applications within their 48-day target**.

