



# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF GAMING

## Gaming Reduces Slot Machine Certification Lead Time by 54%

Under the State-Tribal Gaming Compact, the Department of Gaming must certify any gaming device, such as slot machines, before it may be put into play at a Tribal casino. In April 2016, the department averaged 70 days to complete this process per machine. After designating this process for breakthrough improvement, the department now averages **32 days to complete its gaming device certifications**, for a **54% improvement**. Tribal casinos benefit because the department has cut in half the time needed to process certifications, which means casino patrons can enjoy new games of chance that much faster.

