



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF GAMING

Gaming Reduces Vendor Certification Lead Time by 81%

Under the State-Tribal Gaming Compact, the Department of Gaming is required to approve all vendor applications submitted by companies that want to do business with Tribal gaming operations. As of April 2015, the certification process, which includes conducting background investigations, was taking 244 days to complete. After leaning nonvalue-added activity from its review process, Gaming staff **reduced the number of days to complete certifications by 81%**, to 45 days, by December 2016.

