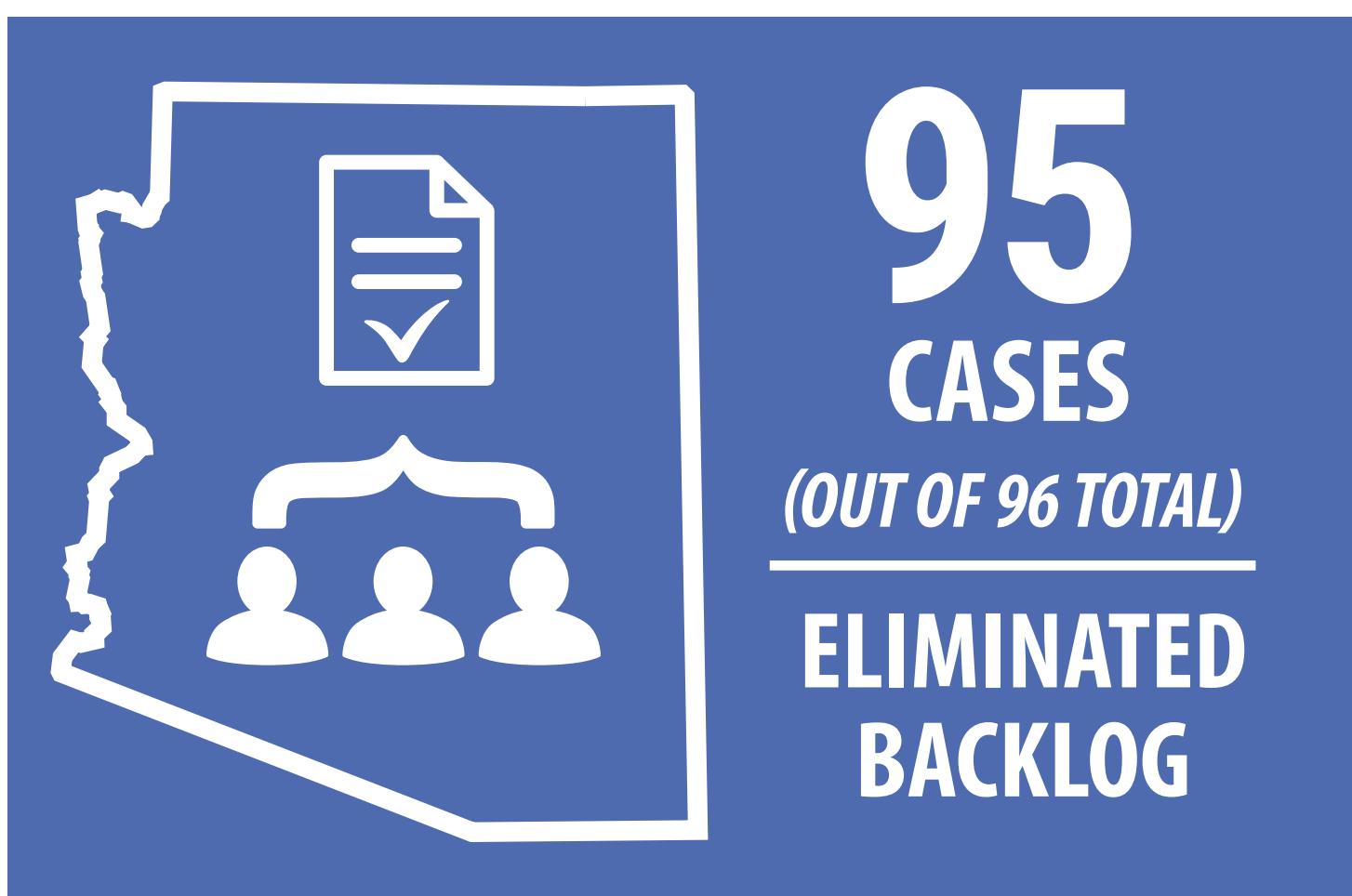




ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

INDUSTRIAL COMMISSION

Industrial Commission Eliminates Backlog of Workers' Comp Claims Requiring a Hearing



Using the Arizona Management System to devise metrics to monitor its process to schedule hearings, the Industrial Commission discovered a **backlog of 96 cases** where hearings had not been set within 30 days. To eliminate the backlog, cases were divided evenly among available administrative staff with the goal to **reduce the backlog by 80% within five business days and by 100% within nine business days**. The team was able to schedule all but one the backlogged hearings within nine days. The agency has adopted this scheduling model as standard work to prevent backlogs from developing in the future.