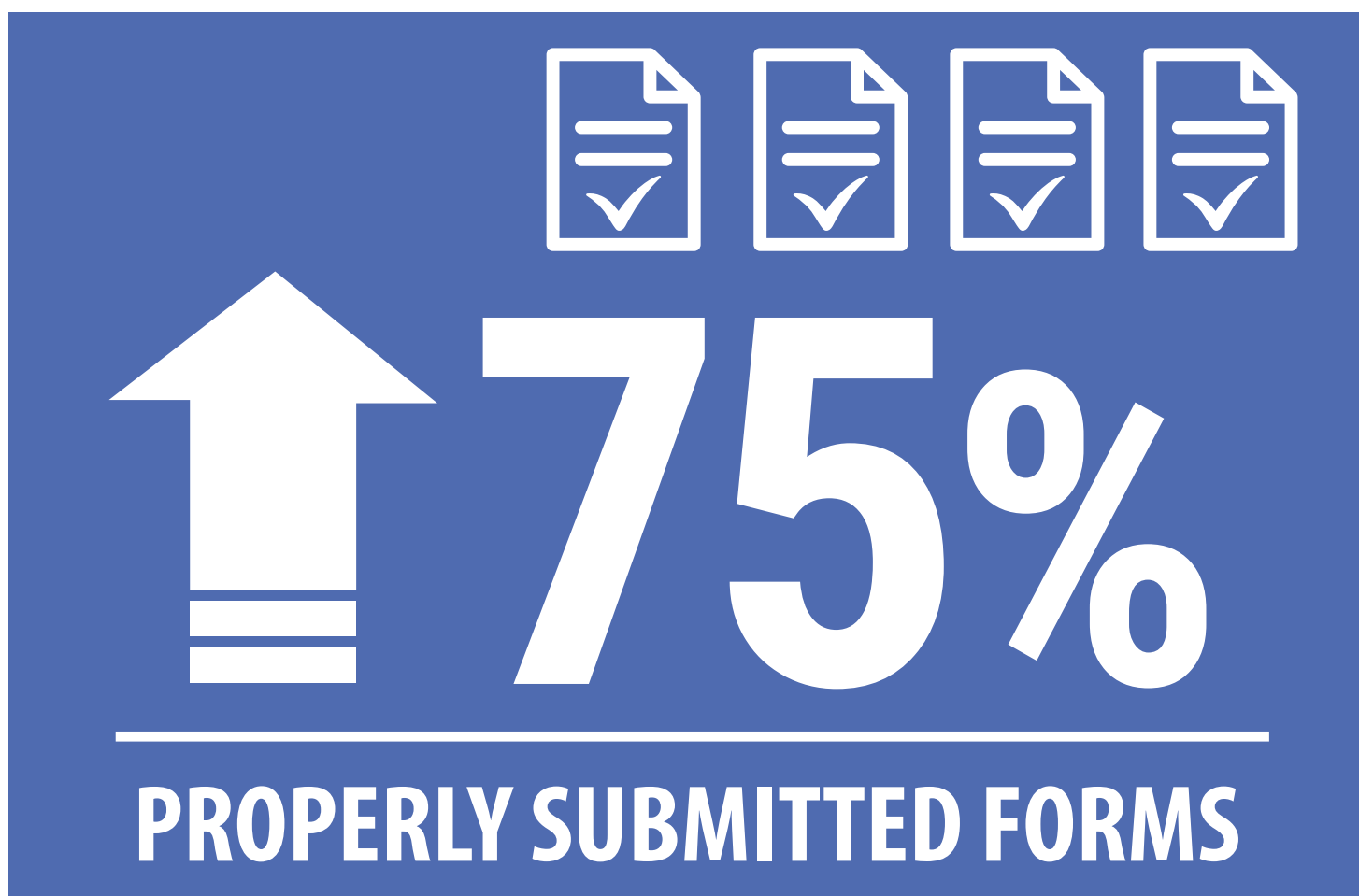


ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

INDUSTRIAL COMMISSION

Simple Checklist Results in 75% Improvement in Properly Submitted Wage Claim Forms



Staff at the Industrial Commission observed that workers with complaints about unpaid wages were submitting incomplete wage claim forms about 80% of the time. Following some root cause analysis of the problem, staff created a checklist to help customers understand how to properly complete and submit the wage claim form. The result has been a **75% improvement** in the number of properly completed forms so that staff can process complaints for investigation.