

Issue veterinary technician certificates

Agriculture, Trade and Consumer Protection, Department of

Office of the Secretary

Background

2015 Wisconsin Act 55 transferred the Veterinary Examining Board to DATCP. DATCP issues certificates to the Wisconsin veterinary technicians. Now that the agency has one year of experience with this role, this project will allow staff to gain efficiencies. A process change will streamline the process to allow veterinary technicians to pass the national examination before ever applying in our agency. An outside vendor can also administer the state law examination. Historically, there are many exam retakes for vet tech applicants.



Problem Statement

2016 DATCP Veterinary Examining Board data collected in October shows that there are currently 24 steps, including mailing printed certificates and hand grading the state law examination, for each vet tech certificate. From the time of application to mailing the certificate, it takes on average 82.67 days. With 205 new vet techs in the state in 2016, this results in organizational costs of \$84.05 in mailing and printing and 18.55 staff hours annually to issue printed certificates to Wisconsin vet techs.

Outcome

With the elimination of hand grading, printing and mailing certificates, there will be savings of \$84.05 and 18.55 staff hours annually. By going through the process map, identifying potential causes for variance, utilizing the testing vendor and taking advantage of IT technology to issue a PIN #, 13 process steps are saved or 54%. After the new process was implemented, the new length time was 7 days, a difference of 75.67 days.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	19	0	19	100
Cumulative lead time in days				
Annual cost in dollars	\$83	\$0	\$83	100
Number of steps in process	24	11	13	54
Average process lead time	83	7	76.0	92
Percentage who are satisfied				
Average stakeholder satisfaction				

Cost to implement: \$0

Revenue gained: \$0

Team Lead: Andre, Ashley K - DATCP