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Online Automated Renewal Service of Asbestos Program Speeds Up Application Processing by Nearly 75%

The process for renewing the accreditation for asbestos removal and inspection was once time consuming and paper-intensive until the Michigan Occupational Safety and Health Administration (MIOSHA) Asbestos Program created the online automated renewal service. Businesses and individuals can now submit and pay for their renewal online, avoiding mailing costs and wait times.

Faster Response: The automated renewal service is approximately 75% faster, saving 7 days of mail time and 3 days of processing time.

Reduction in Paper: During fiscal year 2013, 1,232 applications were submitted through the online automated system.

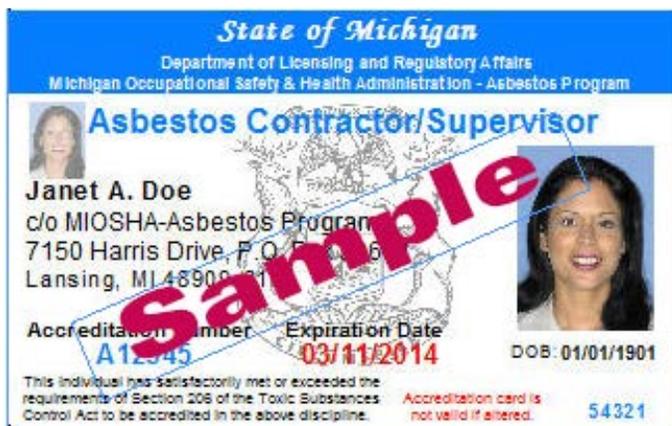
The RPM process showed that the Asbestos Program received an average of 3,700 accreditation renewals each year that had to be processed manually. Since its launch in 2012, the online system has reduced the amount of manual processing of renewal applications by office administrative staff by several hours per week, while providing a simple and convenient renewal option for customers. The new system was implemented through the combined efforts of MIOSHA staff and the Department of Technology Management and Budget (DTMB).

The number of accreditation renewals submitted via the online system has continued to increase since its introduction. From October 1, 2013 through February 24, 2014, the Asbestos Program processed approximately 44 percent of the applications received using the online system.

When a hard copy application is received in the office, it consists of two to five sheets of paper. By using the electronic format and e-mailing the supporting documents, there is no need for even a single physical piece of paper to be printed and used. The accompanying documents are imported directly into the database. If the average application received contains three sheets of paper, then the 1,232 applications renewed online during fiscal year 2013 would have used 3,696 sheets of paper, or just over seven reams of paper. Thus, the new system is resulting in major paper savings.

For Diane Watson of Environmental Maintenance Engineers, an asbestos abatement company in Inkster, MI, the new online process eliminates inconveniences.

"As Office Manager, I have been renewing our employees asbestos licenses since 2007. The on-renewal program has been a great addition to do so. It cuts down on paperwork and postage, allows me to pay on-line with a credit card (eliminates asking our controller to cut a check) and allows me to send any documents required by email. Everything is very streamlined and efficient."



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