



Name: Washington State Department of  
Licensing

Date Printed: 04/08/2020

Posted On: 09/14/2017  
Corporate address: Washington,

Industry: Government

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## Description

### Mission, vision, and values

With a strong commitment to great service, we advance public safety and consumer protection through licensing, regulation and education, and we collect revenue that supports our state's transportation system.

### Our Vision

Proudly earning Washington's confidence every day through the highest level of service and commitment to public safety.

### Our Values



## Mission, vision, and values



**WASHINGTON STATE DEPARTMENT OF LICENSING**

### Our Mission

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### Our Vision

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## Our Agency Culture

**We are all responsible for DOL's success**  
We make decisions that align with our agency goals and values, and understand our own connection to the agency's mission and vision.

**We build great teams**  
We build a diverse workforce of team players with the right skills, attitudes, and work ethics to achieve our goals.

**We plan for tomorrow**  
We are all leaders. Today's leaders mentor tomorrow's leaders. We share our knowledge and give our coworkers the tools and information they need to lead us into the future.

**We solve problems**  
We help make decisions that affect the agency and our customers. We support an environment where everyone is encouraged to ask questions and suggest changes.

**We empower employees to continuously improve processes**  
We encourage Lean thinking and provide the tools for employees to solve problems using creativity and innovation. We align efforts across the agency and with state government to deliver results to our customers.

**We communicate respectfully and openly**  
We create an environment where everyone feels comfortable speaking up and participating in groups to solve problems. We listen to understand others' opinions, needs and goals.

**We are accountable**  
We are accountable to DOL and to the public to use resources wisely and efficiently. We hold each other accountable to improve agency performance and achieve results.

**We minimize risks**  
We are on alert for risks in the workplace, whether it's a safety issue or protecting customer's personal information. We identify and minimize risks through our audit processes and good decision-making.

**We are friendly and helpful – every time**  
We listen to our customers, understand their needs and goals, resolve problems and answer questions in a timely way. We provide the excellent customer service that people expect.

**We welcome input from those we impact**  
We have many stakeholders and we welcome their feedback and input. In partnership, we develop sound public policy and provide better customer service.



### Our Key Goals

- Engaged Employees
- A Customer Focused Organization

- Efficient, Effective Services
- A Trusted, Credible Partner
- Improved Public Safety

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## Our Culture

Our culture is focused on 10 principles:

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## **Diversity and inclusion in our workplace “**

We value the unique traits and attributes that each employee brings to the job. Through the diverse perspectives of an inclusive workforce, we will create a more respectful, productive, and unified team to better serve the public of Washington.”

We proudly consider ourselves leaders in workforce diversity and inclusion. We embrace the strength of a diverse workforce of differing abilities and cultures. We encourage feedback and continuous improvements in all our initiatives. DOL has established 2 major employee groups focused on celebrating differences, eliminating both physical and non-physical barriers, and promoting employee engagement.

**They are:**

- Diversity and Inclusion Group (DIG)
- Veterans Employee Resource Group (VERG)



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