



## News Release

Rick Snyder, Governor  
Mike Zimmer, Director  
Andrew J. Deloney, MLCC  
Chairman

Contact: Jason Moon  
517-373-9280

[www.michigan.gov/lara](http://www.michigan.gov/lara)

Email: [mediainfo@michigan.gov](mailto:mediainfo@michigan.gov)

### **International Award Showcases Employee Engagement at Michigan Liquor Control Commission** *MLCC named International Process Excellence Award winner for licensing improvements*

**January 27, 2016** – The employee engagement efforts of the Michigan Liquor Control Commission (MLCC) were recently highlighted as the commission was awarded the Process Excellence (PEX) Network Award for “Best Process Improvement Project Under 90 Days,” outcompeting finalists from California, Canada, Dubai, Ireland and France.

The PEX Awards celebrate and recognize outstanding performance achieved by leading companies around the world for business transformation initiatives.

“This is a major achievement for the MLCC and one which we, as a department, are very proud of,” said Michigan Department of Licensing and Regulatory Affairs Director Mike Zimmer. “All recognition goes to the exemplary group of MLCC employees who took it upon themselves to implement real and meaningful change.”

Zimmer added that this process improvement is just the tip of the iceberg, as LARA continues to engage staff across the department to implement similar changes that benefit customers, improve the state’s regulatory climate and preserve consumer protections.

The MLCC received the award for its project through [Reinventing Performance in Michigan](#), which resulted in liquor licenses being processed approximately 64 percent faster, allowing businesses to receive their liquor licenses 176 days sooner.



A process that once took up to 275 days to complete, now takes on average, less than 100 days. This makes a world of difference for year-round, and especially seasonal, restaurants and businesses.

“Michigan’s system undeniably had too many delays, unnecessary paperwork, duplicative steps and bureaucratic red tape,” said MLCC Chairman Andy Deloney. “Commission staff recognized the need for improvements and took the initiative to make much needed changes. This award simply wouldn’t have been possible without their innovative ideas and dedication to continuous improvement.”

And the changes will keep coming, Deloney said.

“We’re thrilled MLCC employees’ efforts have been recognized with this special award, but our work continues to better serve the state’s liquor licensees and beer, wine and spirits industries,” Deloney said. “The Commission is hard at work making further reforms that will make it easier for customers to do business here in Michigan.”

See the graphic below to learn more about the MLCC’s award-winning process improvement and how it’s benefitting the state’s customers.



The Process Excellence Network is a global community for process professionals, business leaders and executives who want to improve their businesses through process and operational excellence. To learn more about PEX Network, visit <http://www.processexcellencenetwork.com/>. For a list of winners in all categories, click [here](#).

For more information about LARA, please visit [www.michigan.gov/lara](http://www.michigan.gov/lara)  
Follow [@michiganLARA](#) on Twitter, “Like” us on Facebook or find us on [YouTube](#)