

Reinvent our Government...

“Our state government has to be innovative and efficient in order to deliver the services citizens deserve with the revenue it has available... We will implement billions in structural reforms, bring innovation to government and deliver a new level of transparency and accountability in Michigan.”

— Rick Snyder, Governor



In Michigan, individuals and organizations are working together in unprecedented ways to reinvent our government with a common goal in mind: Providing world-class service that supports, drives and enables prosperity for Michigan's residents and businesses.

Achieving “**Good Government**” is the principle that guides and grounds this initiative. Our reinvention is supported by employees, agency champions, leadership, as well as external partners and residents. There are four primary areas of focus:

Performance Management: Metrics that are updated regularly on scorecards and dashboards provide a clear picture of Michigan's performance to the public. The trends in performance drive decision-making and enable employees to focus their efforts on reversing negative trends and reinforcing positive ones.

Service/Process Optimization: By reducing duplication, streamlining processes and prioritizing partnerships, we are achieving a more customer-focused government that results in better service and lower costs.

Employee Engagement: The single most important element of this effort is engaging and empowering employees at all levels of the organization – so that employees are inspired and equipped to go above and beyond the call of duty in serving our customers.

Change Management: Good Government requires a lasting cultural shift that transforms how we conduct our business.



Join the Reinvention

Customers & Stakeholders: Hold us accountable, providing feedback and doing your part to improve outcomes

Employees & Leaders: Share your ideas, create opportunities for positive change and promote a culture of leadership, excellence and teamwork

Public & Private Partners: Collaborate with us, bringing your innovation, resources and expertise



*Customer-centered • Efficient • Effective
Transparent • Accountable*

**Track our progress and share your ideas:
www.michigan.gov/openmichigan**

Good Government Leadership Team
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