

MICHIGAN DEPARTMENT OF CORRECTIONS		EFFECTIVE DATE	NUMBER
POLICY DIRECTIVE		07/12/2021	01.01.110
SUBJECT		SUPERSEDES	
EFFECTIVE PROCESS IMPROVEMENT AND COMMUNICATION (EPIC)		01.01.100 (04/01/2014)	
		AUTHORITY	
		MCL 791.203	
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POLICY STATEMENT:

The objective of the EPIC Section is to engage and empower employees at all levels of the Department to drive continuous improvement of Departmental processes and outcomes, and to assist the Department with being more efficient and effective while incorporating best practices throughout the Department and enhancing employee engagement.

POLICY:

DEFINITIONS

- A. EPIC Teams - A group of selected employees working collaboratively to develop or improve a process. Employees may be selected from a pool of people who express interest in a topic and ask to be part of the team, or who are recommended by their supervisors and administrators to be part of the team.
- B. EPIC Coordinator - A member of the EPIC Section who has been designated to assist an EPIC Team in collaboration with a Team Lead.
- C. EPIC Liaison - An employee designated at a worksite to work collaboratively with the EPIC Section staff to disseminate epic information and gather epic information from that work location as needed.
- D. Team Lead - A member of an EPIC Team selected to be in charge of the team and offers knowledge and direction to the EPIC Team members as they work to accomplish the objectives established by the Director or designee.

GENERAL INFORMATION

- E. The EPIC Section coordinates EPIC Teams that address strategic plan objectives and other priorities as determined by the Director. The EPIC Section also assists with tracking progress of objectives identified in the strategic plan.
- F. The EPIC Section oversees the Departmental scorecards and provides training on scorecards and metrics to Departmental staff as needed. This Section also works with the Office of Continuous Improvement with regard to these items and other Governor’s Office initiatives.
- G. Employees within the Department are encouraged to submit recommendations for best practices. Employees may submit their recommendations in writing to the EPIC mailbox,
- H. The EPIC Section serves as the liaison to the Michigan Department of Corrections (MDOC) online store, the MDOC Employee Engagement Organization, and the MDOC Shooting Team Organization.

EPIC TEAMS

- I. EPIC Teams enable the Department to identify improvements and determine best practices that will result in a higher-quality work product, better outcomes, and greater efficiencies throughout the Department.
- J. EPIC Teams shall be established by the Director or designee. The Director or designee shall determine team composition to include employees from cross sections of the Department with various levels of skill, classifications, and knowledge. any MDOC employee may express interest in participating in an EPIC Team and may be considered for selection. A Team Lead will be identified to coordinate and guide each team meeting, and an EPIC Coordinator will be assigned to assist the Team Lead, schedule meetings, document minutes,

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disseminate information to the team, and perform other duties as needed.

- K. The Director or designee shall identify team objectives. Team members are tasked with developing recommendations to meet those objectives and presenting those recommendations for approval. Each team shall meet on a regular basis as determined by the Team Lead and EPIC Section.
- L. Sub-teams may be established as needed to review a particular issue related to the team's overall objective.
- M. EPIC Teams shall evaluate the following items prior to submitting recommendations for approval:
 1. Risk Management – Organizational risk and liability, both physical and financial.
 2. Processes and Procedures – Determination of where changes are warranted to improve an area's performance and efficiency.
 3. Budgetary Efficiencies – A review of the budget process to include expected budgetary efficiencies resulting from recommended changes, if warranted.
 4. Best Practices – Notable successes that can be shared to facilitate improved efficiencies throughout the Department.
- N. The EPIC Coordinator shall maintain meeting minutes that document team assignments and progress.
- O. EPIC Team recommendations that are approved shall be implemented by the Team Lead or the appropriate work area administrator with the assistance of the EPIC Section, as needed. Successfully implemented EPIC Team recommendations will be shared with MDOC staff via the Departmental newsletter.
- P. Any recommendation of an EPIC Team that affects policy and has been approved for implementation must be forwarded to the Office of Legal Affairs for handling in accordance with PD 01.04.110 "Administrative Rules, Policies and Procedures." Any recommendation that affects operating procedures may be implemented by the appointing authority to the extent the recommendation(s) are solely within that administrator's authority and scope of responsibility.

OPERATING PROCEDURES

- Q. Operating Procedures are not required for this policy directive.

AUDIT ELEMENTS

- R. Audit elements are not required for this policy.

APPROVED: HEW 05/18/2021

