



# Reinventing Performance in Michigan



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## Casino vendors' application process time reduced by 50 percent

More than 1,250 companies are licensed or registered by the Michigan Gaming Control Board (MGCB) to conduct business with the Detroit casinos. Most of these companies are non-gaming vendors. Previously, the application process for these vendors took about 42 days. In less than a year, MGCB was able to reduce the average processing time for new vendors to 21 days. MGCB Manager Kurt Steinkamp said, "Our goal was a 10 percent decrease. We blew that out of the water."

The team at MGCB significantly reduced the time by revamping the application – implementing changes in language to improve clarity and eliminating unneeded questions – and enforcing a stricter rule on deadlines.

By achieving this goal, the regulatory barriers to entry for potential casino vendors decreased, and MGCB resources were freed to focus on additional improvements within the agency.

**Processing days saved for all vendors in 2015: 16,800**

Because the process is now easier and quicker, Steinkamp said more local companies are encouraged to do business with casinos. "This recent process improvement gives smaller businesses quicker access to casinos," he said. "We want to do business with more Michigan companies because it generates more revenue for the state."

To encourage more local businesses to partner with Detroit casinos, MGCB adjusted monetary

thresholds for Detroit casino suppliers this year – limiting disclosure requirements for small businesses. The agency also joined with Pure Michigan Business Connect to host physical and virtual gaming summits to educate local businesses on regulatory and licensing requirements.

Andre DuPerry, MGM Grand Detroit's purchasing director, said the efforts of MGCB in conjunction with Pure Michigan and the Michigan Economic Development Corporation (MEDC) has "successfully increased interest in the three Detroit casinos and in MGM Grand Detroit in particular."



MGM Grand Detroit, AXIS Lounge

**21 DAYS  
SAVED IN APPLICATION  
PROCESSING TIME**