

MICHIGAN DEPARTMENT OF TREASURY



Michigan Treasury will become the best operated treasury department in the United States and the State's thought leader on all tax and revenue issues

Best Operated has 3 Building Blocks



ENGAGED EMPLOYEES

Everything starts with the active participation of all 1500 employees



CULTURE OF TAXPAYER SERVICE

Create a culture of taxpayer service—including a speedy response to taxpayer inquiries, consistency of answers, transparency of decision making, and simplicity of compliance. The goal is to move from a culture of enforcement to one of taxpayer service



CONTINUOUS IMPROVEMENT

Developing a practice of continuous improvement—all employees need the tools and the expectation that every day they will come to work, do their work, IMPROVE their work

To Become the State's Thought Leader Requires



Innovate solutions to complex policy problems



Accurate forecasting of the state's economy and revenues



A deep understanding of all proposed legislation

Overall



Broad concept of Taxpayer Service in all we do—always ask "what is the impact on Taxpayers"?



Goal is fair and efficient administration of the tax system—not maximum revenue collection at all costs



Be metric driven. Measure where we want to go and whether we are making timely progress.



Think outside our department. Use benchmarks and best-in-class whenever possible to help us find innovative solutions



Communicate and celebrate successes

TREASURY BEST OPERATED 2016 PROJECTS

