

**Department of Licensing and Regulatory Affairs**  
**Report on Cost Recovery for RPMO Services Delivered to Other State Agencies**  
**Per P.A. 252 of 2014, Sec. 243(1)**

The Reinventing Performance in Michigan Office (RPMO) worked with the Department of Treasury to provide business process reengineering facilitation services and mentoring in 2014. A Memorandum of Understanding (MOU) was not signed by mutual agreement. A summary of the services is provided below.

**Treasury/LARA RPMO Agreement Summary:**

Department of Treasury contacted the LARA Executive Office to retain the expertise in Business Process Reengineering Improvement (BPRI) facilitation from RPMO. RPMO was requested to scope, design, and facilitate the necessary BPRI sessions to ensure the Treasury Sales and Use Tax (SUT) team achieve the following goals:

- Document a well-defined and repeatable process for the audit section.
- Document current process time estimates.
- Identify ideas to resolve issues that cause bottlenecks or delays in the process.
- Create and ensure metrics are in place to track process milestones such as cycle-time.
- Identify communication defects and propose improved communication practices to help internal and external customers understand expectations.

RPMO documented the necessary material for the Treasury Executive Office. RPMO worked with the team to develop implementation plans and establish an ongoing implementation schedule with periodic reporting to the Treasury Executive Office. RPMO ensured a structured project hand off was in place to the Treasury Executive Office. The Department of Treasury reimbursed LARA \$17,191 for its services.