## **Reinventing the Reinvention Platform**

## After four years of transforming State government, Michigan has become a leader in implementing positive changes for citizens and businesses. Prior to the Reinventing Performance in Michigan (RPM) process, State government had too many delays, duplicative forms, impractical regulations and practices, and a lack of focus on improving customer service. Utilizing a systematic strategy that includes key stakeholder input, our people have examined many aspects of State government to ensure our processes and systems are more efficient and effective for our customers.

The transformation of State government is far from over. Over the next several years, the Office of Good Government will build on the successes of the past four years and seek new and innovative ways to improve how government operates. We will have a stronger focus on accountability, on deploying RPM in all departments, on manager and leader effectiveness, on communicating our successes, and on aligning all work to clearly articulated goals. We will reinvent good government and aim for operational excellence.

**Mike Zimmer, Director**

Mike Zimmer is the Director of the Michigan Department of Licensing and Regulatory Affairs (LARA).  As Director, Zimmer oversees the administrative operations of LARA as well as the Office of Reinventing Performance in Michigan and the Office of Good Government.  Prior to becoming Director, Zimmer served as the Chief Deputy Director of LARA, concurrently serving as Director of the Michigan Administrative Hearing System.  He previously served as deputy director of the State Office of Administrative Hearings and Rules.  Zimmer also served as director of the Bureau of Hearings in the former Department of Consumer and Industry Services; as the Director of the Office of Regulatory Reform under former Governor John Engler; and worked for the Senate Majority Floor Leader.  Zimmer earned a bachelor's degree from Michigan State University and his juris doctor from George Washington University.